

**Jefferson Center Foundation
Job Description**

TITLE: Box Office Administrator

**OPERATING
UNIT:** Program

PURPOSE: Provide knowledgeable and friendly information about the facility and programs offered to patrons and visitors; provide efficient, accurate ticket sales to patrons.

REPORTS TO: Box Office/Guest Services Manager

**DIRECT
REPORTS:** N/A

**FLSA
CLASSIFICATION:** Temporary part-time/Nonexempt

MAJOR JOB RESPONSIBILITIES:

- Operate a computerized ticket sales system, including processing sales, reservations and maintaining the ticket database.
- Address performance-related and general inquiries, in person and over the phone.
- Reconcile box office receipts at the end of each shift; count cash drawer; prepare and submit daily reports to Director of Finance.
- Process on-line ticket sales; maintain on-line ticketing as needed.
- Provide clerical support to staff as requested.
- Perform other duties as assigned.

ESSENTIAL REQUIREMENTS:

- Ability to give and receive information by telephone and in person.
- Ability to clearly communicate verbally and in writing with patrons, volunteers, vendors, peers, and supervisors.
- Ability to use computerized word processing, spreadsheet, and e-mail with proficiency.
- Ability to learn/use specialized ticketing software with proficiency.
- Ability to plan, organize and prioritize work, while managing multiple deadlines.
- Ability to maintain a degree of accuracy and attention to detail.
- Ability to use sound judgment in decision-making, and to work independently.
- General knowledge of general box office practices and principles.
- Ability to work some nights and weekends.

- Pleasant demeanor and polite attitude toward patrons.

QUALIFICATIONS:

- Minimum of one year customer service and sales experience.
- Basic math and customer service skills.
- Associate degree or comparable administrative experience.