

**CITY OF LAUDERHILL
CLASS DESCRIPTION, 2020**

POSITION TITLE: BOX OFFICE LEAD (LPAC)

GENERAL DESCRIPTION OF DUTIES

Under the supervision of the Box Office Manager, the purpose of the position is to provide oversight of ticket sales/Box Office I/Box Office II, account for sales transactions, and complete all assigned administrative and customer service functions related to the Box Office. Position is responsible for ensuring a well-balanced event operationally, enforcing all safety policies and procedures throughout the venue. Performs related work as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

Assists Department in areas including, but not limited to, ticket sales, client/customer relations, recordkeeping, email/telephone communications, cash drawer management opening/closing the Box Office, and general clerical duties.

Acts on behalf of the department to provide professional, customer-focused, welcoming service, including activities such as greeting patrons/clients, accepting deliveries, and resolving ticket related issues.

Opens and closes the Box Office, and maintains the Box Office as a secure area during scheduled shifts.

Delegates tasks to Box Office I/Box Office II employees, and acts as the manager on duty during hours which the Box Office is open.

Communicates with the House Manager effectively and frequently during events.

Promotes upcoming events and shares information with patrons on ticket sales (in person and over the phone, using OvationTix) - including enforcing policies concerning exchanges, refunds, and similar activities.

Accommodates patrons in disputes over ticket issues, striving to reach an equitable arrangement while upholding established policies.

Assists in monitoring and assigning cash drawers to Box Office I/Box Office II at the start of each work day and must see to it that the box office take corresponds to the tickets sold.

Produces detailed end of day reports and accounts for all cash/checks received.

Ensures that Box Office supplies are replenished and notifies the Box Office Manager if an order is needed.

Handles special arrangements for ticket sales, including group sales and complimentary tickets.

Maintains information and display materials in the Box Office and Lobby/Front of House.

Works amicably with existing and potential rental clients, patrons, employees, and supervisors to accomplish tasks and resolve issues.

Drives to collect and deliver materials or complete other errands, including going to the bank for change when needed.

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The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED; supplemented by minimum six (6) months Theatre I, Theatre II, Box Office II or customer service and cash handling experience; or an equivalent combination of education, training, and experience.

SPECIAL REQUIREMENTS

Experience using Ovation system (or similar system) preferred.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate, and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division.

Functional Reasoning: Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgement to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties, which are often characterized by frequent change.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of medium weight (5-30 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

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Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

The City of Lauderhill is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of Lauderhill will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.