



PAINTS ARENA

Job Title: Box Office Supervisor
Reports To: Box Office Manager/Assistant
Box Office Manager

Department: Box Office
FLSA Status: Hourly/Non-Exempt

Summary

This part-time position will work under 30 hours, and be responsible for assisting with supervision of the Box Office by performing the following duties:

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Supervises ticket sellers in proper selling procedures
- Updates and coordinates all event information for ticket sellers
- Opens and or closes ticket window as required
- Process ticket orders by creating accounts for all internal, group sales, and complimentary ticket requests
- Keeps accurate daily balance sheet of cash received and tickets sold from Ticket Sellers; balances sales and change bank and performs daily deposits.
- Demonstrates excellent customer service skills; responds promptly to customer needs; responds to requests for service and assistance; able to work independently and handle most box office questions without assistance
- Interacts with promoters, ticket service reps, and tour personnel; creates accurate complimentary ticket logs, manages tour and VIP Will Call; assists with chair set and floor labeling as needed
- Accepts various show related duties such as interacting with promoters, ticket service reps and tour personnel; creates accurate complimentary ticket logs
- Efficiently and courteously answers questions concerning prices, seating and events. Provides information regarding coming attractions
- Files various records and reports. Performs related clerical work as assigned

Supervisory Responsibilities

Supervises Ticket Sellers. Assists with the overall direction, coordination, and evaluation of the Box Office. Carries out supervisory responsibilities in accordance with AEG's policies and applicable laws. Assists in training employees; planning, assigning, and directing work; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED)

1 to 3 months related experience and/or training

Or equivalent combination of education and experience

Box office or guest services background preferred

Skills and Abilities

Knowledge of supervisory principles and practices; ability to coordinate staff

Ability to count money, make change accurately

Ability to input data into a computer to record sales transactions

Good communications skills. Listens and gets clarification; Responds well to questions. Able to read and interpret written information

Good problem solving skills and organizational ability

Ability to work independently and as a member of the team

Good customer service skills and sense of public relations

Computer Skills

To perform this job successfully, an individual should have some knowledge of computers. Experience in computerized ticket systems preferred.

Certificates, Licenses, Registrations

No certifications are required.

Other Qualifications

Ability to work the ticket window with minimal supervision

Ability to work flexible hours including daytime, evening, weekends and holidays, as needed

Must be able to speak, read, and write English

Must have professional attitude and appearance

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle and count coins and currency. Specific vision abilities required by this job include close vision.

Completed application should be sent to:

AEG Human Resources Department
1001 5th Avenue, Pittsburgh, PA 15219
412-804-7981 – Fax
hrmanager@ppgpaintsarena.com