

**RIVERSIDE COMMUNITY COLLEGE DISTRICT  
CLASSIFIED POSITION DESCRIPTION**

**JOB TITLE:** Theater Box Office Coordinator

**BASIC FUNCTION:** Under the supervision of the area Dean, coordinates the responsibilities of the box office to ensure quality customer service and appropriate management of ticketing income, procedures and documentation. Is responsible for writing and updating box office cash-handling procedures and directs and oversees the internal control of daily box office operations.

**PROVIDES WORK OR LEAD DIRECTION TO:** Short-Term employee(s) and/or Work Study student(s).

**REPRESENTATIVE DUTIES:**

1. Processes cash, check and credit card transactions for individual, online, season and group ticket sales. Researches customer charge-back disputes and researches and analyzes ticketing issues.
2. Coordinates and oversees short-term and student workers who provide customer service to ticket holders, including by phone and at the ticket sales window during performances.
3. Coordinates lobby activities with front of house manager during performances.
4. Produces daily reports for Auxiliary Business Services, for cash, online, and credit card ticket sales and prepares comprehensive end-of-show reports for clients who use the Landis PAC.
5. Organizes and implements system administration for extensive and specialized ticketing program including, but not limited to, programming/building events, performances, price and series maps, buyer types and ticketing packages, and modifying ticket designs. Customizes and programs events for online sales and communicates directly with online ticketing agency regarding same. Troubleshoots ticketing software problems.
6. Creates annual season ticket invoicing, and coordinates brochure and ongoing marketing mailings.
7. Participates in interviews, provides training, assigns tasks, establishes priorities, oversees work, and schedules work for short-term box office staff. Checks results for accuracy and thoroughness. Troubleshoots problems and errors. Provides staff with periodic updates related to box office operations.
8. Responsible for all donations received through the box office, and works closely with Auxiliary Business Services, the RCCD Foundation and Production Printing to ensure that donors receive proper recognition for their contributions. Prepares detailed donor reports for analysis and tracking.
9. Performs periodic audits of reports received from Auxiliary Business Services and the online ticketing agency in order to monitor deposits to numerous revenue accounts.
10. Attends continuing education webinars, conferences and annual conferences to maintain and improve knowledge of ticketing software and marketing methods.
11. Communicates with patrons in a positive and effective manner by filling ticket orders, providing information, negotiating complaints, and documenting patron suggestions and concerns in order to make improvements where necessary.
12. Coordinates, plans in conjunction with, and provides sales/marketing recommendations to Performing Arts faculty and Producing Artistic Director of Performance Riverside. Provides recommendations and information to the webmasters for Landis PAC and Performance Riverside. Determines telemarketing strategies, and implements sales/marketing strategies through electronic communications

13. Generates marketing and sales reports concerning customers demographics and the effectiveness of promotional activities, online sales, and communications with customers.
14. Creates reports that track ticket donations made to outside organizations.
15. Orders ticket stock and credit card supplies based on need and consideration for budgetary constraints.
16. Participates in District-provided in-service training programs.
17. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
18. Performs other duties, related to the position, as assigned.

**EDUCATION:** Bachelor's degree from an accredited university required and a minimum of three consecutive years electronic ticketing experience in an arts environment. Supervisory experience desired. A combination of education and experience may be considered.

**EXPERIENCE:** A minimum of three consecutive years electronic ticketing experience. Experience with Provenue Plus preferred. Excellent verbal communications, math and writing skills are required.

**LICENSES/CERTIFICATIONS REQUIRED:** None.

**KNOWLEDGE OF:** Computers, Provenue Plus ticketing software applications desired, Provenue Plus programming of annual event seasons and troubleshooting; Boca ticket printer; box office procedures and equipment; box office reconciliation procedures; Microsoft Word and Excel 2007.

**ABILITY TO:** Work independently; make on-the-spot decisions under high-pressure situations; function in a detail-oriented environment; establish and maintain effective working relationships with faculty, staff, students, professional artistic personnel and the public.

**OTHER:** Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

**CONTACTS:** Co-workers, students, faculty, other staff (ABS, Campus Police, Production Printing), RCCD Foundation, outside organizations, donors, professional artistic personnel, and the general public.

**WORKING CONDITIONS:** Performing arts center box office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.