

**RIVERSIDE COMMUNITY COLLEGE DISTRICT  
NON-CLASSIFIED SHORT-TERM AND SUBSTITUTE  
TEMPORARY POSITION DESCRIPTION**

**POSITION TITLE:** Box Office Specialist

**DEPARTMENT/LOCATION:** Landis Performing Arts Center

**BASIC FUNCTIONS:** Under the supervision of the area manager, the Box Office Specialist assists the Theatre Box Office Coordinator in providing customer service to ticket holders, including the ticket sales window, will call, telephone sales and subscription renewals.

**REPRESENTATIVE DUTIES:**

1. Follows all box office procedures.
2. Provides effective customer service for the general public, including answering questions, providing information about upcoming events and basic handling complaints.
3. Processes cash and credit card transactions.
4. Prepares daily user drawer report.
5. Processes online sales and prepares and updates will call list and envelopes.
6. Maintains positive subscriber relations by answering questions, including ticket exchanges.
7. Assists in promotional activities.
8. Performs related duties as assigned.

**QUALIFICATIONS:** Any education or experience equivalent to an Associate's degree is preferred. Excellent math, writing and troubleshooting skills are required.

**EXPERIENCE:** At least two years of successful experience in a customer service position, or a related field is required. Box office, ticketing systems, and cash handling experience are preferred.

**HOURS / DAYS:** A Non-Classified Short-Term Employee is a temporary employee, exempt from the classified service, hired to perform a service that is not needed on a continuing basis and is **limited** to 160 days per fiscal year. The department budget may further limit these days.

A temporary employee can work 8 hours per day, 40 hours per week. If a temporary employee works 1 hour per day, it counts as one day towards the 160-day limit per fiscal year. Temporary employees are not exempt from overtime provisions and are entitled to overtime pay for overtime hours worked.

No temporary employee may begin to work without the authorization of Diversity and Human Resources.

The work location and assignment within the job classification is determined by the District and may be subject to change.

All offers of employment will be contingent upon the availability of funds and approval by the Board of Trustees.

**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.