State College of Florida, Manatee-Sarasota
Job Description

Job Title: Box Office Manager
Reports to: Program Manager, Theater
FLSA Status: Non-Exempt
Level: 115
Position Class: C9982

Job Summary:
Responsible for ticket sales for State College of Florida, Manatee-Sarasota Auditorium events. Assists the Auditorium Manager as needed in all aspects of the schedule, rental and logistic support of the Auditorium. Responsible for clerical work relating to Auditorium operations.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Serves as full service receptionist for Neel Auditorium.

2. Orders, prints, sells, and reconciles all tickets for College events in Auditorium. Balances all ticket revenues, deposits funds to appropriate State College of Florida, Manatee-Sarasota account, and prepares Box Office reports and deposit memos.

3. Trains and supervises student Box Office assistants and Campus event ushers in Auditorium policies/procedures.

4. Maintains Auditorium schedule calendar for all rentals (internal and external). Serves as "first contact" for all renters and potential renters of Neel Auditorium; provides rental information (prices, policies, procedures). Tracks space reservations, insurance forms, and processes forms prior to final billing.

5. Creates and updates calendar of the State College of Florida, Manatee-Sarasota's Fine and Performing Arts, maintains Auditorium and Theatre Website, Auditorium and theatre signage, billboards, mailing lists and handles all Auditorium and theatre bulk mailings.

6. Coordinates publicity of Auditorium and theatre upcoming events with the office of Public Affairs and Marketing including rough drafts of theatre press releases, publicity photos of upcoming events and hand-delivers to local print media. Assists in production photo calls and orders reprints for cast members.
7. Maintains records of Neel Renaissance Masters (donors); recommends events to Renaissance Masters performances and makes regular contact. Assists the State College of Florida, Manatee-Sarasota Foundation in processing new and potential donors.

8. Prepares correspondence, reports, and clerical assistance to Auditorium Manager and theatre faculty located in Neel Auditorium as requested. Assists in coordinating travel plans for theatre faculty and students.

9. Monitors auditorium, theatre, drama student activities and Delta Psi Omega budgets; prepares and maintains purchasing paperwork.

10. Prepares and sends invitations to dress rehearsals to area high school drama departments for recruitment purposes and tracks RSVP's with follow up telephone calls.

11. Prepares programs for theatre productions; interviews cast members and writes biographies; edits director's notes; and delivers camera ready copy to printers. Prepares on Campus posters for upcoming productions for distribution.

Job Qualifications:
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/Experience:**
  Associates degree or equivalent from two-year college or technical school and two or more years’ related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  This job has no supervisory responsibilities.

- **Language Ability:**
  Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

- **Math Ability:**
  Ability to add, subtract, multiply and divide using whole numbers, common fractions, and decimals. Ability to perform calculations on standard measures of American currency and weight, volume, and distance.

- **Reasoning Ability:**
  Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram/chart form. Ability to deal with problems involving several concrete changes in standardized situations.

- **Computer Skills:**
  To perform this job successfully, an individual should have intermediate skills in the use of word processing, email, Internet, Web site development and desk top publishing software.
• **Certificates and Licenses:**
  No certifications needed.

**Responsibility for People and Property:**
This position is responsible for assisting Auditorium Manager in developing all Auditorium and drama budgets and monitoring those budgets, and for handling monthly petty cash and ticket sales.

**Responsibility for Communication:**
• **Internal Contacts:**
  This position has routine contact with College staff, faculty and students.

• **External Contacts:**
  This position has frequent contact with the general public, renters and potential renters and high school theatre instructors.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**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 manual dexterity. The employee is frequently required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color and ability to adjust focus.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Service Excellence:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding service excellence to everyone they serve including students, the community, and fellow employees in accordance with Pride in Excellence standards as listed:

   RESPETFUL
   Act in a courteous manner
   Actively listen to gain full understanding
Demonstrate awareness of “everything speaks”
Show empathy and caring

RESPONSIVE
Approach people in an inviting and pleasing manner
Take ownership of actions and decisions
Plan, anticipate, and be forward thinking
Answer and return phone calls and emails
Use proper communication etiquette
Banish the phrase “not my job”
Provide assistance to all inquiries and follow through

ACCURATE
Do it right the first time
Be knowledgeable of product and how it interfaces with others
Ask probing questions
Use resources effectively and efficiently

COLLABORATIVE
Participate in teams
Develop team skill sets
Learn available resources to be responsive to your constituents
Develop internal and/or external connections

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.
**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
<th>Title</th>
<th>Signature</th>
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<td>Preparing Manager</td>
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