**Manager, Box Office Standard Job Description**

**Classification Title:** Manager, Box Office

**FLSA Exemption Status:**Exempt

**Pay Grade:** 10

**Job Description Summary:**

The Box Office Manager, under direction, is responsible for marketing, daily operations, and client interactions of the University Box Office.

**Essential Duties/Tasks:**

**40% Front-End Operations and Customer Service**

* Oversees front-end accounting and customer service operations.
* Responds to customer concerns, requests, and complaints in a timely, courteous, and informed manner.
* Coordinates ticket programming and sales for contracted events.
* Prepares daily performance sales updates and settlements for on and off-campus organizations.
* Manages special sales periods, including option periods, season sales, and comp priorities.
* Maintains communication with customers to meet their needs and ensure satisfaction.

**20% Supervision and Staff Management**

* Hires, trains, evaluates, and supervises full-time employees and student workers.
* Assists in hiring and training of temporary help for the campus box office.
* Oversees the performance of the box office team to ensure efficient operations.

**10% Financial Management and Reporting**

* Develops and manages the annual operating budget, ensuring effective use of resources.
* Prepares weekly and monthly ticket sales reports and box office revenue statements.
* Prepares cash settlement reports and ensures payments are filed weekly.

**10% Compliance and Procedures**

* Develops procedures to ensure compliance with institutional policies for cash handling.
* Oversees the closing and balancing of daily sales, ensuring accuracy and accountability.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Qualifications:**

**Required Education:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience.

**Required Experience:**

* Five years of related experience in a box office environment, including ticket sales, general office, accounting, budgeting, personnel, marketing, and supervision.

**Required Licenses and Certifications:**

* None

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Knowledge of cash handling and budgeting.
* Knowledge of word processing and spreadsheet applications.
* Ability to work in a high stress environment.

**Additional Information:**

**Machines and Equipment:**

* Computer
* Telephone

**Physical Requirements:**

* None

**Other Requirements and Factors:**

* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**