**Supervisor, Box Office Standard Job Description**

**Classification Title:** Supervisor, Box Office

**FLSA Exemption Status:**Exempt

**Pay Grade:** 7

**Job Description Summary:**

The Box Office Supervisor, under general supervision, oversees the daily operations and activities of the University Box Office. Works as the primary point of contact for clients regarding group sales.

**Essential Duties/Tasks:**

**30% Box Office Operations and Client Relations**

* Coordinates communication with vendors, presenters, theater staff, and the accounting office on all phases of box office operations.
* Maintains relations with clients and provides them with updates and reports on their events.
* Advises presenters and theater staff on all phases of box office operations.
* Resolves customer problems and complaints.

**20% Supervision and Training of Student Workers**

* Supervises daily service provided by student workers.
* Recruits, hires, and supervises student workers and assesses them annually.
* Trains student workers in standard operating procedures and best practices in customer service.
* Coordinates and prepares semester schedules for student workers.

**10% Customer Service and Accuracy**

* Conducts periodic audits of customer service procedures to ensure best practices.
* Adds, verifies, retrieves, and changes customer or order information.
* Conducts periodic audits for accuracy.

**10% Sales and Marketing**

* Oversees group sales, online sales, and marketing for the box office.
* Manages POS marketing for the box office.

**10% Documentation and Reporting**

* Maintains training manuals and provides training and direction to other support personnel.

**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:**

* High school diploma or equivalent combination of education and experience.

**Required Experience:**

* Five years of related experience, including two years of related supervisory experience. Two years of supervisory experience.

**Required Licenses and Certifications:**

* None

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

* Ability to multitask and work cooperatively with others.
* Knowledge of word processing and spreadsheet applications.

**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**