

Full-Time Box Office Supervisor

Nature of Work:

The primary duty of the Box Office Supervisor is the management and supervision of the daily operations of the box office. The Box Office Supervisor is responsible for facilitating ticket sales, hiring & training box office employees and providing excellent customer service to all patrons. The Box Office Supervisor will also be responsible for event ticket set-up and maintenance of ticketed events in the Ticketmaster Host and TM1 systems.

Essential Functions:

Supervision of the Department:

- Maintain events at Von Braun Center on Ticketmaster Host and TM1 ticketing systems as instructed by box office manager.
- Work with event promoters to place holds, process orders & release tickets in a timely fashion.
- Supervise and/or work box office at events as required.
- Ensure the box office is providing superior customer service to the consumer.
- Provide a positive team environment within the department
- Interact positively and communicate effectively with all box office & venue staff, event promoters & day of show event staff.
- Exhibit proper interdepartmental communication and organization.
- Assist with answering phones and selling tickets for walk-up transactions daily.
- Assist in ensuring appropriate staffing levels for all events.
- Assist in recruitment and hiring of staff.
- Work with box office manager to appropriately respond to patron issues.
- Create, maintain & organize box office show files & logs.
- Act as lead in box office manager's absence.
- Follow box office management procedures to comply venue policies.
- Coordinate with box office manager & accounting to provide accurate daily reconciliation of all ticket sales, deadwood, reporting, receipts & deposits.
- Responsible for ordering, accounting and depositing of cash, including box office receipts, etc.
- Reconciliation and accounting of all ticket sales for each ticketed event.
- Create weekly staff and show schedules.
- Balancing and reconciliation of all seller cash drawers, show days and non-show days.
- Perform other duties as assigned by manager.

Responsibilities:

- Work with box office manager to oversee communication between all critical parties to ensure accurate completion of ticket counts, event builds, inventory management, and all other box office processes leading up to and through the actual event.
- Assist box office manager to maintain and modify all ticketed events in Ticketmaster - manage show inventory as required, including event builds and hold management.
- Work with venue management & Ticketmaster IT support to monitor and maintain all ticketing computers, software, and hardware.
- Maintain superior customer service both in person and over the phone.
- Organize day/night of show operations.
- Interact with management when necessary for ticket purchases.
- Help to keep an accurate and timely flow of show and general venue information both inter-departmentally and to the general public.

- Attend internal and external meetings as required.

Job Qualifications:

- Knowledge of the Ticketmaster host and/or TM1 systems preferred.
- Supervisory or management experience preferred.
- High School Diploma required. College Degree preferred.
- Proficient with Microsoft Office Suite.
- Proficient typing skills required.
- Ability to provide leadership, engage in positive interaction with staff and guests, prioritize, organize, motivate staff, problem solve, delegate, follow-up, communicate and diffuse possibly volatile situations with tact.
- Ability to multi-task, organize, detail oriented, self-driven, forecast issues and handle last minute projects to meet deadlines under pressure.
- Ability to anticipate problems and implement immediate corrective actions.
- Strong analytical and problem-solving skills.
- Ability to work flexible hours, including nights, weekends, and holidays is a must.

Physical Demands / Work Environment / Hours:

- Job functions require hours of sitting, typing, and use of a computer.
- Must be able to work under pressure to meet strict deadlines.
- Non-typical office hours will be customary including evenings, weekends, and holidays.