

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Theater Box Office Specialist

BASIC FUNCTION: Under the supervision of the area Dean, is responsible for box office procedures, including ticket and sales income, season and group ticketing, mailing list maintenance and customer relations. During performances oversees theater lobby activities.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable.

REPRESENTATIVE DUTIES:

1. Processes individual, season and group ticket sales requests on a computerized ticketing system.
2. Provides customer service to ticket holders, including the ticket sales window, Monday through Friday, 12:00 noon to 5:30 p.m., and during performances.
3. Oversees theater lobby activities during Performance Riverside and other guest performances.
4. Prepares daily reports for cash and credit card ticket sales.
5. Helps coordinate group sales tickets with outside organizations and bus companies.
6. Assists with the Donor's Circle events and operations during Performance Riverside productions.
7. Processes ticket reconciliations, refunds and exchanges to ensure customer satisfaction.
8. Assists with school group productions, including money collection, scheduling and invoicing.
9. Provides "first point of contact" for customers, via phone or in person, to negotiate complaints; answers questions; provides detailed information concerning Performance Riverside activities.
10. Assists in telemarketing special promotions and performance to Performance Riverside clientele.
11. Generates marketing and sales reports that provide valuable information concerning customers and promotional activities.
12. Participates in District-provided in-service training programs.
13. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
14. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent.

EXPERIENCE: One year of generally related theater box office experience and experience with Select Ticketing "PASS" system is desired. Excellent math and writing skills are required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Computers, software applications, and troubleshooting; modern office methods, procedures, and equipment; cash and credit card reconciliation.

ABILITY TO: Work independently; function in a detail-oriented environment; establish and maintain effective working relationships with staff, students, and the public.

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.

CONTACTS: Co-workers, student, faculty, other staff, outside organizations, bus companies, Donor's circle, and the general public.

WORKING CONDITIONS: Theater box office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.