



Campbell County Gillette, Wyoming

Job Classification Title: Ticket Office Personnel

FLSA Status: Non-Exempt	Job Type: 3043	Pay Range/Band: 42/19
--------------------------------	-----------------------	------------------------------

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job and/or department.*

DEFINITION

To administer all facets of ticketing from the beginning of an event to the final disbursement of monies; answer phones to provide appropriate customer service.

SUPERVISION EXERCISED AND RECEIVED

Exercise technical and functional supervision over part time ticket office staff and volunteers.

Receive general supervision from Front of House and Theater Manager.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Important and essential duties may include, but are not limited to, the following

1. Answer phones; determine and provide appropriate customer service.
2. Administer all ticketed events in the Heritage Center and some seasonal events in other areas of CAM- PLEX.
3. Manage the Ticket Escrow account, to include tracking budget amounts for Arts In Education, collecting Workshop Tuition, invoicing corporate and school district event purchases, and completing monthly reports tracking funds held for others.
4. Develop newsletters, brochures, postcards, and other forms of communication, advertising and promotional materials for Heritage Center events.
5. Maintain Ambassador/Volunteer contacts and hospitality needs; track volunteer hours for granting purposes; update essential data for Heritage Center events.
6. Coordinate Family Series and Theater Series subscriptions with past patrons.
7. Collect money and determine final reports and disbursements for art gallery sales.
8. Order and/or create necessary forms, envelopes, ticket stock, office supplies, and concessions inventory.
9. Order money for special events; complete bank deposits and balance sheets for all daily events, concessions and merchandise sales.
10. Perform routine and non-routine bookkeeping duties which may include accounts payable, receivable and billing; collect, receipt, count, and balance money; issue receipts; maintain record of transactions.
11. Update and maintain ticketing software, create and modify ticketing software event facilities to CAM-PLEX specifications, ensure equipment meets requirements for software, learn updates quickly in order to manipulate data immediately.
12. Operate modern office machines and equipment including computers, typewriters, printers, copiers, postage meters, calculators, radio, and fax machines; routine and non-routine use of office software applications.
13. Act as Front of House during events as needed.
14. Adhere to safe work practices and procedures.

15. Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge; serve on committees as assigned.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Principles and practices of box office and front of house management.
- Principles and practices of ticket selling with stub accounting procedures.
- Principles of bookkeeping.
- Modern office procedures, methods, and equipment including computer equipment.
- Principles and practices used in dealing with the public.
- English usage, spelling, vocabulary, grammar, proofreading, and punctuation.
- Policies and procedures of assigned department.
- Computer layout, design, and graphics for promotional materials.
- Principles and practices of working safely.

Skill to:

- Operate modern office equipment.

Ability to:

- Direct box office activities.
- Collect and manage money.
- Direct and motivate volunteers.
- Design and create flyers and brochures.
- Work extended hours as necessary during events.
- Apply bookkeeping practices to the maintenance of account records and statements.
- Apply stub accounting procedures.
- Schedule and coordinate projects; set priorities; adapt to changing priorities.
- Understand the organization and operation of the assigned department and the County necessary to assume assigned responsibilities.
- Communicate clearly and concisely, both orally and in writing.
- Plan and organize work to meet schedules and time lines.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education/Training:

- Equivalent to a high school education including some specialized training or college courses.

Experience:

- One to two years of experience.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS:

Must be current or obtained within a specified time frame as defined upon employment.

- None

WORKING CONDITIONS:

Essential duties require the following:

Working Environment:

- Minimal exposure to undesirable working conditions or exposure.

Physical Activities:

- Essential functions require maintaining physical condition necessary minimal physical activity such as sitting, standing, walking and crouching/stooping/squatting and lifting an average of 15 lbs.; standing for extended periods.

*These requirements are representative but not all-inclusive of the knowledge, skill, and ability required to perform this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.
Campbell County is an Equal Opportunity Employer.*

Original Effective Date:	<u>7/17/01</u>
Last Revision Date:	
Approval:	
No signature on file.	
Signature	Date