

## BOX OFFICE AGENT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, is responsible for ticket sales for events at the County Center and several other locations serviced by Ticketron. The incumbent collects money, issues tickets and maintains related records. The work hours may vary depending on the schedule of events and requires weekend and evening work. The incumbent must be knowledgeable of the Ticketron system and the physical layout of theaters, stadiums, sports arenas, and other venues serviced by Ticketron in order to provide seating information to patrons when selling tickets. The incumbent will be required to satisfactorily complete the Ticketron training program. Supervision is exercised over full-time and part-time clerical employees. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Receives requests for and confirms ticket sales for events at the County Center and at other locations;

Receives, counts and distributes block seat tickets and controls ticket manifests;

Maintains inventory of current and advance seats;

Prepares cash reports, bank deposits, records of tickets sold and other reports as required;

Reconciles box office reports with event sponsors, promoters, state officials and others;

Answers inquires concerning ticket availability or providing information;

May perform other incidental tasks, as needed;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of modern box office practices, terminology and equipment as related to automated ticket sales on a large scale basis at several venues; good knowledge of the handling, recording and depositing of monies; good knowledge of business arithmetic and English; good knowledge of the handling of recording and depositing of monies; ability to deal effectively with the public; ability to do repetitive work with a high degree of accuracy; ability to supervise; tact and good judgment; ability to operate automated computerized ticketing equipment; ability to use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and 2 years of work experience which involved handling cash and utilizing an automated cash register.

SUBSTITUTIONS: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to one year of the above stated experience.

\*SPECIAL NOTE: Education beyond the secondary must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.