

**Swiftel Center
Brookings, South Dakota
VenuWorks of Brookings, LLC
Job Description**

Job Title: Temporary Box Office Position
Department: Box Office
Reports To: Management Staff
Approved By: Management Staff
Approved Date: 14 December 2016

Summary: This position will be responsible for accurate, efficient and service-oriented operation of the ticket selling function of the Swiftel Center. The Box Office person is responsible for the day-to-day affairs of the box office and front office duties. Supervises ticket sellers, daily office support staff and cash management functions in coordination with the promoter and building personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Prepare work schedules for event staff and turns in necessary paperwork for payroll.
2. Build seating configurations for each event on the Ticketmaster computer ticket system in coordination with the promoter, Event Manager and Director of Operations.
3. Communicate with Ticketmaster regularly and keeps them properly informed about events and computer operations.
4. Provide daily box office reports and statistical data regarding each event to building personnel.
5. Maintain a positive rapport with promoters providing assistance and information promptly and accurately upon request.
6. Maintains daily records of business transactions, including but not limited to daily sales, bad checks and charges, long and short show reports, complimentary tickets, and the recording and deposit of daily receipts.
7. Maintain files on each event that consists of production kills, seats on-hold for the building and promoter, complimentary ticket vouchers, event audits and ticket inventory schedules.
8. Handles complaints, ticket problems, and customer service issues in a fair, professional, and courteous manner. Is empowered to handle customer complaints.
9. Coordinate and increase ticket sales through the group sales program.
10. Performs basic administrative duties including greeting visitors, answering phones, receiving and routing mail, and support for the management team.
11. Assures proper accounting for all money and tickets for events serviced by the facility.
12. Maintains and regularly updates ticket stuffers, commercials on channel 9, ticket information line and any other box office information with sales dates, prices and times.
13. Has continual correspondence with building sponsors regarding upcoming events and complimentary tickets.
14. Works irregular hours as dictated by the event schedule.
15. Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

EDUCATION and/or EXPERIENCE

Proven work experience that demonstrates the ability to work with people; communicate clearly both orally and in writing; manage time effectively and prioritize work responsibilities to meet deadlines; and organize and stage events. Must possess excellent computer skills and be able to work various hours including holidays, weekends and evenings.

CERTIFICATES, LICENSES, REGISTRATIONS

Applicant must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.

Applicable to position

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.