

PALOMAR COMMUNITY COLLEGE DISTRICT

BOX OFFICE/HOUSE MANAGER

*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.*

DEFINITION

To oversee and participate in the operations of the theater box office; to serve as a house manager during theater productions; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Manager Theater Operations.

Exercises technical and functional supervision over lower level part-time and volunteer staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Oversee and participate in the operations of the theater box office and ticket sales; prepare a variety of computer generated reports relating to box office activity.
2. Oversee and participate in bulk subscription and single ticket mailings; maintain and update mailing lists.
3. Coordinate special seating arrangements for patrons with special needs as required; assist disabled patrons with seating at the theater.
4. Serve as House Manager and attend all performances; oversee activities of all ushers; respond to patron inquiries during intermission; secure theater lobby and box office area after performances.
5. Purchase and set up concessions at performances.
6. Perform accounting tasks for theater productions; tally figures from monies and ticket stubs.

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Marginal Functions:

1. Assist with theater fund-raising activities as needed.
2. Ensure theater is in compliance with applicable fire and safety codes; contact appropriate emergency services during an emergency or disturbance in the theater.
3. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Methods and techniques of cashiering.
Principles and practices of public relations.
Principles and practices of accounting.
Principles and procedures of financial record keeping and reporting.
Modern office procedures, methods and equipment including computers.
Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Oversee the operations of the theater box office.
Serve as house manager during all theater productions and attend performances.
Work flexible hours including evenings and weekends.
Perform accounting tasks for theater productions.
Purchase and set up concessions at theater performances.
Respond to requests and inquiries from the general public.
Prepare clear and concise letters, reports and mailings.
Operate office equipment including computers and supporting word processing and spreadsheet applications.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible house management and box office experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in theater, performing arts or a related field.

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WORKING CONDITIONS

Environmental Conditions:

Office and theater environment; exposure to computer screens, electrical energy.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.