



Title: **Assistant Box Office Manager**

Department: **Mercyhurst Institute for Arts & Culture/Conference & Events**

**Purpose of the Job:**

The primary duty of the assistant box office manager is the management and supervision of the daily operations of the box office. The assistant box office manager is responsible for facilitating ticket sales, supervising student box office employees, and providing excellent customer service to all patrons.

**Qualifications:**

- Bachelor's degree preferred; high school diploma required
- Proficiency with Microsoft Office, including Word and Excel, and other Windows applications
- Basic bookkeeping skills and cash handling experience
- Ability to work independently and to manage, train, and motivate others
- Excellent verbal and written communication and documentation skills required
- Ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast-paced, dynamic work environment
- Ability to present a positive public image
- Ability to handle customer comments and concerns in an appropriate manner

**Supervision Received:**

Works under the direct supervision of the box office manager, who reports to the director of the Mercyhurst Institute for Arts & Culture (MIAC) and the director of Conference & Events (C&E).

**Supervision Exercised:**

Supervises the activities of 5-6 student box office employees.

**Essential Duties and Responsibilities:**

1. Sales and Promotion
  - a. Oversee ticket sales.
    - i. Open the box office promptly at the designated time.
    - ii. Sell tickets to customers in person, by telephone, and online.
    - iii. Ensure all customers are asked how they found out about an event at the time of booking and evaluate the responses to inform and improve future marketing campaigns.



- iv. Demonstrate excellent customer service skills, respond promptly to customer inquiries and concerns, and train all box office personnel in customer service standards.
  - v. Monitor ticket sales and communicate any concerns to the box office manager.
  - vi. Provide rapid response for critical issues.
  - b. Liaise with C&E staff, academic programs, and university ambassadors on ticketed and non-ticketed events.
  - c. Supervise ticket office staff.
    - i. Provide training both at the induction stage and on an ongoing basis to ensure standards are maintained.
    - ii. Make sure that all staff is fully trained in handling customer issues and explaining policy regarding ticket sales.
    - iii. Train key personnel in all aspects of the box office system so they are able to deputize as necessary.
    - iv. Maintain the box office as a friendly and welcoming environment for all staff members.
    - v. Document all incidents – tardiness, failure to report to work, behavioral issues, competencies, etc. – and share concerns with the appropriate supervisor.
  - d. Ensure all box office information is accurately and appropriately publicized in all performance venues, on the website, and through recorded telephone messages.
2. Financial Management
- a. Reconcile the cash drawer at the end of the day.
  - b. Complete the relevant accountancy procedures on a daily basis, accurately recording the daily box office takings, organizing credit card reports, and dealing with discrepancies as required.
  - c. Keep cash drawers, banks, and change bag stocked with adequate change.
  - d. Track monthly sales for amusement tax payment.
3. Contribute to the overall success of the box office by performing all other essential duties and responsibilities as assigned.

### **Application Process**

Review of applications will begin immediately and continue until the position is filled. Send cover letter, resume and 3 work-related references to:

Human Resources  
Mercyhurst University  
501 East 38th Street  
Erie, PA 16546  
[hrinfo@mercyhurst.edu](mailto:hrinfo@mercyhurst.edu)



**MERCYHURST**  
UNIVERSITY

501 East 38th Street  
Erie, PA 16546

814-824-2000  
800-825-1926

[mercyhurst.edu](http://mercyhurst.edu)

All applicants must be eligible to work in the United States. Mercyhurst University is an Equal Opportunity Employer that encourages members of diverse groups to apply.