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# Example of Box Office Job Description

Our growing company is looking for a box office. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for box office

* Make recommendations relating to box office policies and procedures
* Complete and distribute a show report with all relevant information from the ticketing systems and as provided by the Box Office Manager or Duty Manager
* Liaise with the Box Office Manager, Duty Manager and Promoter to pass on all sales figures and relevant show information as needed
* Liaise with the Ticketmaster Account Manager and Box Office Manager for all Ticketmaster operation and system matters, including the correct reporting of all system errors and software bugs
* Provide a high level of customer service at all times and to deal with any customer complaints in a professional and reasonable manner
* Sells tickets using touchscreen computer terminal and scanner at select locations
* Set up assisted listening and closed captioning devices for hearing or visually impaired guests
* Effectively communicates to guests in person and over the phone regarding policies, admission prices, show times, and movies
* Directs guests to auditoriums and tears tickets when Ticket Taker is not present
* Maintains knowledge and understands operational processes for redeeming coupons, vouchers, gift cards and had an understanding of all discount programs

## Qualifications for box office

* Must have an understanding, or have the ability to learn, basic computer skills & Citizens Business Bank Arena ticketing platform (currently AXS)
* Daily Report Generation
* Season Ticket Preparation
* Must have knowledge and experience with AXS, Ticketmaster ticketing systems and Archtics
* Must be able to frequently move freely about the office, hotel and casino, maintain manual dexterity to access computer via computer keyboard and operate office equipment, such as telephones, copiers, fax machine
* The successful candidate should be a team player and go-getter seeking to learn and grow with the department and company