

POSITION DESCRIPTION

Performing Arts Cashier

Position Performing Arts Cashier
Department/Site Visual and Performing Arts
FLSA Non-Exempt
Evaluated by
Salary Range 19

Summary

Performs a variety of cashiering and clerical duties in support of reserving and selling tickets for fine arts performances at the District's theater.

Essential Duties and Responsibilities

- Greets customers and sells tickets at a box office window, over the telephone, or by mail/FAX and subscriptions for various performing arts functions at the District's theater. Mails, hands out, and sets up will-call tickets.
- Receives ticket requests for special groups and performances. Computes aggregate ticket charges and receives payment or forwards for billing and accounts receivable action.
- Processes payments, accepting cash, check, credit card, or electronic funds transfer. Ensures control of monies received at all times.
- Prints tickets, verifying accuracy and non-duplication of seats, dates, and venue.
- Assists customers in selecting desirable seat locations within the theater. Accommodates persons with special needs, e.g., wheel chairs, hearing, or sight impairments.
- Receives and responds to questions and inquiries from the general public, students, and staff about theater performances and ticketing information.
- Works with patrons to solve problems such as lost or forgotten tickets and unique seating requirements.
- Receives and resolves customer complaints. Issues refunds as appropriate.
- Reconciles cash drawer to match sales. Balances daily receipts to cash register including cash, check, charge cards and refunds; prepare daily summary of sales.
- Provides general clerical assistance as needed in the daily operations of the box office. Opens and distributes mail, issues gift certificates, and prepares routine correspondence. Answers the telephone and responds to questions, referring difficult inquiries to others.
- Maintains a variety of files and records. Maintains specific records for season-ticket patrons. Develops and updates address lists of current prospective patrons. Participates in bulk mailings.
- Work a flexible schedule including evenings and weekends as needed.
- May receive and process online ticket orders.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

- Requires working knowledge of the operations, services, and routines associated with a performing arts box office.
- Requires working knowledge of cashiering procedures.
- Requires knowledge of and skill at using a personal computer with desktop productivity software and special applications for ticketing, ticket printers, multi-line telephone, and a variety of common office equipment.

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- Requires sufficient math skills to compute totals and balance cash receipts.
- Requires sufficient knowledge of English language to give directions and prepare routine correspondence.
- Requires sufficient human relations skill to exercise patience when dealing with customers, describe productions, and solve customer problems.

- **Abilities**

- Requires the ability to carry out the functions of the position.
- Requires the ability to sell tickets, perform cashiering and customer service, and perform basic financial recordkeeping for balancing sales with cash receipts.
- Requires the ability to respond to customer requests.
- Requires the ability to maintain accurate files.
- Requires the ability to work varying shifts including evenings and weekends.

Physical Abilities

- Incumbent must be able to function in an office environment engaged in work of primarily a sedentary nature.
- Requires the ability to sit at a workstation for extended periods of time and to stand upright and forward flexing, for intermittent periods of time.
- Requires the ability to interact with customers at a customer service window.
- Requires near visual acuity to write, read written materials and computer screens, and observe customers at service windows in need of assistance.
- Requires sufficient hearing and speech ability for ordinary and telephone conversations.
- Requires sufficient hand-eye and finger dexterity to write, use a keyboard and pointing device.
- Requires the ability to reach to access files, supplies and office equipment.

Education and Experience

- A high school diploma, or the equivalent, and one year of cashiering experience.

Licenses and Certificates

- May require a valid driver's license.

Working Conditions

- Work is performed indoors where minimal safety considerations exist.