

Volunteer Position Description – Box Office Attendant

<b>Title of Position</b>	Box Office Attendant
<b>Purpose</b>	Box office attendants sell tickets to patrons during daytime and pre-show box office shifts, delivering excellent customer service and initiating the patron experience of coming to a show.
<b>Primary Responsibilities</b>	<p><b>Upon arrival:</b></p> <ul style="list-style-type: none"> <li>• Open and unlock doors, boot up box office computer and log in to network. Check Outlook for email message from Eric, and log-in to TixHub. Check and clear batch printing.</li> <li>• Check and clear phone messages – instructions, including the most current PIN, are on the box office clipboard</li> <li>• Count the float – there should be \$200. If it’s over the cash from the previous day was probably not moved to the safe. Run the “Payment Mode by Operator” report in TixHub to find out. If you can’t reconcile the float then contact the Theatre Coordinator.</li> </ul> <p><b>During your shift:</b></p> <ul style="list-style-type: none"> <li>• Sell tickets to phone-in and walk-in customers – you will be trained on the specific steps during orientation</li> <li>• Provide information to phone-in and walk-in customers – use the clipboard to answer patron enquiries about show content and ticket prices, encourage people to take promotional materials with them or visit our website, and be ready to answer general questions, not just about the theatre but about dining, accommodation and other attractions in the community, especially during the summer</li> <li>• Act as a tour guide for anyone who wants to see the theatre, and refer any rental enquiries to the Theatre Coordinator, being sure to mention the online quote calculator available on the website</li> </ul> <p><b>At the end of your shift:</b></p> <ul style="list-style-type: none"> <li>• Run the “Payment Mode by Operator” report to determine how much cash was collected during your shift. Remove that amount of cash from the float, place it in a ticket envelope, seal, date and initial, then deposit in the safe. Count the float to make sure it still has \$200.</li> <li>• Close TixHub, log-out of the computer and shut down the box office, leaving everything clean and tidy and ready for the next shift.</li> <li>• Lock the door if you are working a shift and are the last person out of the building, otherwise let whomever is in charge</li> </ul>

	(either the Stage Manager, House Manager or Theatre Coordinator) know you are leaving
<b>Qualifications</b>	Ushers must be punctual, practice good personal hygiene, and maintain a cheerful, helpful disposition at all times.
<b>Time Commitment</b>	Daytime box office shifts are typically three hours long, and preshow shifts are typically two hours long. However there may be situations where volunteers are required for longer period of time during both the daytime and evening shifts. The frequency of daytime shifts will depend on the number of available volunteers, and the frequency of evening shifts depends on the number of available volunteers and the number of ticketed performances
<b>Benefits</b>	Box Office attendants gain customer service and communications skills, as well as computer literacy and proficiency with Box Office software. Skills learned as a Volunteer Theatre box office attendant are easily transferable to an employment opportunity in another venue, and would be a good start for many clerical, administrative and sales/marketing positions.
<b>Orientation and Training</b>	Box office volunteers will receive in-depth training from the Theatre Coordinator on box office procedures, including the use of TixHub, our box office software. While routine sales transactions are quite simple much of the training will revolve around occasional tasks such as exchange tickets, subscription sales and troubleshooting customer orders. Training in customer service expectations will also be provided.
<b>Challenges/Risks of the position</b>	Box Office attendants are given building keys, access to the Township’s computer network, and responsibility for balancing a cash box, all significant responsibilities that cannot be taken lightly. During pre-show shifts the box office can get very busy – attendants must be able to work quickly and calmly under pressure to get all patrons seated before the show starts. Box Office Attendants must also be willing and able to work alone, sometimes going an entire shift with only one or two orders, and must be able to solve problems on their own, as their presence in the building is what allows the Theatre Coordinator to attend to other duties off site.
<b>Boundaries of the position</b>	During shows, the House Manager is in charge, so Box office attendants should concern themselves only with the box office. When working alone Box Office attendants should regard the entire building as their responsibility. They should know how to quickly contact the Theatre Coordinator, the Township’s after-hours on-call, or emergency services if they need help.

<b>Supervision</b>	During shows the Box office attendants are under the supervision of the House Manager. At all other times Box Office attendants are expected to work without supervision, but to report any problems to the Theatre Coordinator in a timely fashion.
<b>Evaluation</b>	This position is subject to annual review by the Theatre Coordinator.
<b>Special Resources</b>	N/A
<b>Success Measures</b>	N/A
<b>Screening Measures</b>	Application form complete, training and orientation complete
<b>Signature and Date</b>	Volunteer, Staff Lead and Manager

**Date Prepared:** October 2017

**Location:** Fergus Grand Theatre