Georgia State University

Job Title: Box Office Manager, Rialto Center

BCAT Code: 09NX50  Effective Date: April 1, 2007
Pay Grade: G12  FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Oversees the daily operations and activities for the Box Office in the Rialto Center for the Performing Arts.

Examples of Duties
- Manages, plans and implements Rialto Center Box Office activities, such as processing ticket orders for a large seat performance hall.
- Supervises, schedules and trains Box Office staff.
- Assists in handling personnel related matters, such as recruiting, hiring, terminations, promotions, etc.
- Identifies and handles problems, complaints and inquiries.
- Acts as the Rialto Center liaison with ticket-service companies and related vendors.
- Maintains an accurate reporting and evaluation of ticket sales on a computerized ticketing system.
- Assists in group sales solicitations.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of box office management practices and procedures.
- Knowledge of budgetary, accounting and bookkeeping practices and procedures.
- Knowledge of basic computer operation and box office software packages.
- Effective time management and organizational skills.
- Ability to supervise, train and motivate lower level employees.
- Ability to communicate effectively orally and in writing.

Minimum GSU Hiring Standards
Bachelor’s degree and four years of Box Office management experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.

Office of Human Resources

Classification Section