

## **SAMPLE: Cultural Job Description Box Office Assistant**

From *Job Descriptions* by **Clark Reed and his associates at Netgain Partners Inc.** (Cultural Careers Council Ontario and Cultural Human Resources Council, 2003).

### **BOX OFFICE ASSISTANT**

#### **Subscriptions**

- Processes phone, fax and mail orders in a timely manner.
- Captures accurate data for all subscribers including full names, addresses, phone numbers and marketing source codes.
- Assists with daily bank deposits, end-of-day reports and depositing monies at our bank.

#### **Single Ticket Sales**

- Answers incoming Box Office calls for ticket orders and general inquiries.
- Captures accurate marketing data - names, addresses, and source codes.
- Handles ticket exchanges and returns.
- Assists in solving complaints, upholding the company's reputation for excellent customer service.

#### **Other Responsibilities**

- Handles merchandise sales at Box Office, keeps accurate records of sales and assists with monthly inventory.
- Reports any concerns or problems to Box Office Supervisor.
- Assists Box Office Supervisor as required with other Box Office work.
- Assists other departments as required (time permitting).
- Participates in staff meetings.