

# *Park County*

## *Job Description*



<b>Title:</b> Box Office Assistant	<b>Code:</b>
<b>Division:</b> Office Operations	<b>Effective Date:</b> 4/19/2016
<b>Departments:</b> Events	<b>Last Revised:</b>

### GENERAL PURPOSE

To serve as the front-line sales and information representative for events, including the Park County Fair. Provide excellent customer service in responding to event patrons calling or visiting the box office. Coordinates ticket and pass sales activities including advance sales, grandstand event ticket sales, group sales and admission and parking pass sales and online sales. Responsible for daily ticket sales reconciliation.

### SUPERVISION RECEIVED

Works under the general supervision of the Box Office Supervisor.

### SUPERVISION EXERCISED

None, although may serve as project leader or provide guidance to other department staff.

### ESSENTIAL FUNCTIONS

Adhere to facility and event policies and procedures.

Provide excellent customer service to customers and suppliers, including answering phones and addressing patron's inquiries and questions. Assist patrons and vendors with questions regarding tickets, seating, schedules and events.

Process facility and event admission passes and parking passes. Handling cash and making correct change.

Responsible for reconciling daily ticket sales.

Responsible for inventory and maintaining ticket stock. Produce ticket sales reports.

Perform daily cash-out procedures balancing tills and sales, following the established fair guidelines and procedures.

Always be friendly and courteous in dealing and conversations with the general public, volunteers and other staff members.

Be familiar with fairgrounds and facilities in general, and the schedule of activities and events, including the Park County Fair, in order to address questions from patrons and other visitors regarding general directions, schedules, events, seating and tickets.

May assist in preparing buildings for exhibit displays and other use. Perform other duties as assigned.

Maintain a regular and punctual attendance. Must be able to work flexible hours including nights and weekends.

Assist in identifying and minimizing risks to individuals, livestock and animals, and equipment. Assist with traffic flow and other crowd management duties. Reports suspicious activities and suspected violations of policies, as well as local, state and federal laws, etc.

Communicate issues, challenges and deficiencies to supervisor that prevent successful completion of assigned tasks, projects or duties, goals, objectives or action plans.

## QUALIFICATIONS

### 1. Education and Experience:

A. Graduation from high school or equivalent preferred, Associates degree preferred.

OR

B. Two (2) years of general work experience in an office environment preferred.

C. Valid driver's license preferred.

D. Reliable transportation required.

E. Over 18 preferred.

### 2. Required Knowledge, Skills, and Abilities:

The ideal candidate will be proactive, optimistic team player, have a positive attitude and the ability to multi-task as well as the following:

Strong work ethic required.

Must follow department / division dress code.

Cash handling and customer service experience preferred.

Skill in standard office equipment and procedures. Ability to perform most office duties, i.e. operation computer proficiently, general internet experience, 10-key touch pad, calculator, printers, credit card machine.

May be required to drive County vehicles or equipment in performance of job duties.

Ability to deal effectively with stress caused by public contact; operate office equipment; communicate effectively with public, verbally and in writing; maintain effective working relationships with supervisors, fellow employees, and the public. Must be able to write legibly and understand and apply specific rules.

### 3. Special Qualifications:

Must pass background check.

### 4. Work Environment:

Typically performs in a general office setting with appropriate climate controls. Working at times outside in hot/cold conditions, and possible inclement weather, may be required.

Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and discriminating thinking.

Requires some climbing and lifting, dealing with the public and walking within the facility for extended periods of time.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_