



**Job Title:** Box Office Supervisor  
**Date Prepared:** October 7, 2022  
**Department:** Box Office

**Position Overview:**

The Box Office Supervisor is responsible for assisting the Director of Ticketing with the management and supervision of the daily operations of the box office.

**Essential Duties and Responsibilities:**

- Generate daily sales reports
- Balance and reconcile operator reports and cash drawers
- Prepare daily deposits
- Train and supervise box office staff
- Address employee and customer concerns in timely and courteous manner
- Daily and monthly reconciliation of cash, credit cards, check revenue
- Maintain professional and organized work space, materials
- Disseminate event information to staff to include, new events, discounts, etc.
- Provide daily ticket counts to promoter

**Reports To:** Director of Ticketing

**Skills and Abilities Required:**

- Customer-centric
- Excellent written and verbal communication skills
- Ability to problem-solve and multi-task in a fast paced environment
- Detail oriented
- Available to accommodate a flexible work schedule
- Work well within a team environment

**Computer Equipment and Software Requirements:**

- Microsoft Office, Word, Outlook, Excel and Access

**Education and Experience Required:**

- High school diploma
- 3+ years' experience in service environment providing customer service
- Knowledge of basic accounting principles