approved

STUDENT LABOR POSITION DESCRIPTION

Theatre Laboratory

Most Recently Updated 04/07/04

Position Title: Box Office Associate (2 needed per academic year)
Must work 10 hrs/wk.

I. Grade Level: 2 (again depends on the year in school?)

II. Description:

A. The following are the essential duties for a Box Office Associate in Dramatics:

1. Must be willing to work 10 hours a week. Only under exceptional circumstances may a student work fewer hours.
2. Maintain box office files; take messages and answer questions.
3. Stamp and sort publicity related mail.
4. Accountable for cash, preparing deposits for the Director of Theatre, requisitions for box office supplies.
5. Ability to operate box office equipment.
6. Will be required to work productions in the box office.
7. See that the workplace and environs are clean.

B. The following are possible additional duties for this position:
Distribute flyers and posters around campus and surrounding community.

III. Learning Opportunities:

A. Develop the attributes appropriate to Grade 3 positions: an understanding of relations between individuals, institutions, and processes; comprehension of job-related values, realities, and goals; a commitment to service; and the ability to articulate and interpret observations, experiences, and understanding.
B. Becoming sufficiently skilled and informed concerning office/box office procedures to lead the staff and work collegially with Labor Supervisor.
C. Becoming more academically talented, creative, philosophically mature and prudent.
D. Learning to accept guidance and make decisions independently.

IV. Basic Qualifications:

A. General: Patience, punctuality and reliability, well-organized, ability to relate well to others, dependability, willingness to listen, ability to follow instructions, ability to work independently, demonstration of ability to care for office equipment and other materials, creativity in suggesting improved working procedures while yet following instructions, ability to manage stress and help resolve conflict, management ability.
B. Have a professional demeanor and appearance.
C. Skill: Ability to type accurately, must be willing to use computer word processing, database, and spreadsheet programs; ability to print legibly and quickly, general office skills, interpersonal phone skills.
D. Physical: none
E. Academic: none

V. Desirable Qualifications:

A. Personality traits: confidentiality, honesty, willingness to cooperate, helpfulness, warm rapport with colleagues.

B. Administrativ e skills: ability to follow instructions carefully and to ask questions when necessary; ability to apply and recommend guidelines when working independently; ability to provide minimal instructions concerning the computer and box office operations procedures to staff persons with less experience.

VI. Narrative Summary:

Student does general box office, ticket taking and telephone sales tasks, maintaining files, taking phone reservations, answering box office questions, preparing and sorting mail.

Student is also the "public face" of the theatre and its operations.