



Student Labor Position Description

Single WLS Level Form

Department Name: Theatre Laboratory

Org. #: 2117

Position Title: Box Office Manager

WLS Level: 5 Position Code: S83407

Contract Hours: As defined by the status form and/or the grade level descriptions

Current Revision Year: 2009-2010

WORK-LEARNING-SERVICE LEVELS (WLS)

- **WLS 1 – Entry Level** – This level is assigned to the following:
 1. All entering students during the first year of enrollment (or first term if entering mid-year); and
 2. Students of any classification whose work is characterized by highly structured tasks or outcomes, relatively low level or number of skills required, typically repetitive or routine tasks, and requiring direct supervision of worker results
- **WLS 2 – Intermediate Level** – This work typically involves less direct supervision than WLS Level 1, perhaps more work variety, and requires some independent exercise of judgment along with an increasing knowledge of the job.
- **WLS 3 – Skilled Level** – The work is typically skilled, requires little direct supervision, requires independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out.
- **WLS 4 – Advanced Level** – Normally involves the supervision of other students, the ability to apply advanced skills, and the capacity to assume higher levels of responsibilities for departmental operations. As with WLS Level 3, the work is typically skilled, requires little direct supervision, allows for independent judgment on procedures, and has variety and depth. The work includes helping in the training of others and the expectation of contributions toward improvement of the way work is carried out. Labor Departments may require WLS level 4 positions to be more than the minimum 10 hour commitment; if so, the Status Form will reflect this requirement.
- **WLS 5 – Management Level** – **Must be a 15 hour commitment – Allocation of a WLS Level 5 is limited and must be approved by the Dean of Labor / Labor Team.** *Prerequisite: One term at WLS level 3 or 4 and no forms of academic, labor, or social probation.*

This level demands an understanding of departmental policies and relationships. Students are expected to develop and model strong interpersonal / communication skills in the workplace. In addition, students must demonstrate autonomy, high level skills, and assume advanced level responsibilities for departmental functions and/or programs. This level is assigned to the following:

 1. Student managers in the department; or
 2. Students responsible for managing highly technical positions within the department; or
 3. Master level student artisans
- **WLS 6 – Director Level** – **Must be a 15 hour commitment – Allocation of a WLS level 6 is limited and must be approved by the Labor Program Council.** *Prerequisite: One term at level 4 or 5 and no forms of academic, labor, or social probation...*

Students assigned to this level serve as role models as workers and as students, displaying behaviors and values that are consistent with the Berea College Workplace Expectations -- both on and off the job. These positions require the highest levels of worker autonomy, advanced skills sets, and supervisory responsibilities for individuals, student managers, and departmental operations. Students must be involved in the following:

 1. Supervision of other student managers; or
 2. Supervision of students in highly technical positions
- **WLS UC – Unclassified** – The positions of Student Government Association President, Campus Activities Board chair, chimes Editor, and pinnacle Editor are unclassified. These positions involve the highest levels of autonomy and responsibility as in the case of WLS level 6 positions.

I. WLS Level: 5

II. Description of Duties for This Position:

- A. **Must work 15 hours per week;**
- B. **Will coordinate training, schedules and work assignments for all box office employees, including performance box office schedules and weekend schedules;**
- C. **Will assist Director of Theatre in assessing communication skills and performance of box office employees;**
- D. **Will oversee the completion of public relations tasks, not limited to mailings , brochure/poster distribution, and contact with season subscribers;**
- E. **Will participate in the evaluations of box office associates with the Director of Theatre.**
- F. **Will serve as a liaison between box office associates and Director of Theatre and other theatre faculty and staff;**
- G. **Will serve as the main point person for contact with general public, season subscribers, groups and tours for all performances; and**
- H. **Will perform other duties as assigned.**

III. Learning Opportunities for This Position:

- A. Higher levels of communication skills;**
- B. Development of Leadership and Public Relations skills;**
- C. Will be taking responsibility for the effectiveness of box office personnel;**
- D. Will develop interpersonal and communication skills;**
- E. Greater development of Theatre relationships and how Public Relations/Box Office participates in the production process;**
- F. Will develop teaching and instruction techniques;**
- G. Will develop problem-solving techniques;**
- H. Will participate in the development and implementation of action plans.**

IV. Qualifications Needed For This Position:

- A. Excellent communication skills;**
- B. Previous experience as a box office associate;**
- C. Ability to work independently;**
- D. Ability to problem-solve in the public eye;**
- E. Ability to represent the ideals and standards of the Theatre Laboratory**
- F. Understanding of Theatre process and terms;**
- G. Successful completion of at least one term at a grade level 4 in similar area;**
- H. No documented breaches of confidentiality.**