

The Corporation of the Town of Gravenhurst

POSITION DESCRIPTION

Position Title: BOX OFFICE ADMINISTRATIVE ASSISTANT –OPERA HOUSE

Area/Department: Arts & Culture – Opera House

Reports to: Theatre Operations Manager


POSITION SUMMARY

Manages all aspects of a commercial box office operation, including financial and administrative duties and necessitates liaison with municipal staff and compliance with Town policies.

DUTIES & RESPONSIBILITIES

1. Sells tickets placed by phone orders and walk-ins. Provides show information to patrons. Performs general reception, dealing professionally and courteously with patrons.
2. Respond to customer inquiries about upcoming shows in a timely fashion with up-to-date information
3. Responsible for preparation of deposits, balancing ticket sales / bar sales / rental fees to revenue collected and allocating cash receipts to correct accounts.
4. Balance floats daily, monthly and year end and provide that information to accounting.
5. Familiarizes themselves with our ticketing system to trouble shoot when necessary.
6. Familiarize themselves with SharePoint and use it in accordance with corporate policy.
7. Assists with filing and conducts research. Updates patron information and compiles information for various reports & statistical data.
8. Organize & distribute (will call) tickets.
9. Prepares program reports and statistics at end of each show
10. Provides instruction, guidance and support to new box office staff. On occasion provides bar service for functions in the Trillium Court at the Gravenhurst Opera House, including serving patrons during show intermissions and for special functions.
11. Prepares show programs and up-coming show listings and assists with preparation of promotional materials for marketing performances. i.e. Upcoming Shows Listing
12. Create and update the in-house upcoming show Power Point Presentation.
13. Ensures that the lobby areas have updated promotional literature, occasionally requested to change the Marquee.
14. Assist the Theatre Operations Manager with administration tasks.
15. Assist Theatre Operations Manager with other tasks as assigned.
16. Work in compliance with the *Occupational Health and Safety Act*, WHMIS, applicable legislation, regulations, statutes, departmental policies/procedures/practices, operational guidelines, and perform safe work practices.

SUPERVISION REQUIREMENTS

Positions Supervised Directly:  Box Office Attendant (Student)

EDUCATION, SKILLS AND EXPERIENCE

1. College diploma in office administration or business-related field
2. 1-2 years clerical and reception experience
3. Excellent public relations skills with a strong customer service orientation
4. Must possess excellent oral and written communication skills
5. Knowledge of standard and specialized box office technology and equipment
6. Computer literacy in Microsoft Word and Excel
7. Attention to detail and accuracy

8. Smart Serve Certificate; Bar tending experience preferred
9. Ability to work flexible hours, nights, weekends or holidays as needed.
10. Ability to work well under pressure and prioritize numerous responsibilities
11. Hold a Valid Ontario Driver's License; Use of own vehicle may be required
12. Physically able to carry out all aspects of the job

HEALTH & SAFETY RESPONSIBILITIES:

1. To learn, understand and practice standard Town operating procedures.
2. To be familiar with and comply with the provisions of the Occupational Health and Safety Act and Regulations; and the Towns Health and Safety Policies and Procedures.
3. To take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
4. To report unsafe acts or conditions to their supervisor or a Health and Safety Committee Representative.
5. To report any occupational injury or illness immediately to their supervisor.
6. To use personal protective equipment, where required.
7. To report any contravention of the Occupational Health and Safety Act.

PHYSICAL/PSYCHOLOGICAL DEMANDS and WORKING CONDITIONS

Environment: Work is conducted in an office environment with some exposure to criticism from the public. Requirement to juggle priorities, meet deadlines, verbally communicate to exchange information, deal with constant interruptions and changing demands during the course of a working day; while maintaining a pleasant, professional and positive demeanour.

Physical: Requirement for sufficient physical ability and mobility to work in an office setting and in a field environment; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations.

Normal hours of work are 0-20 hours per week as required.

CONTACTS

Incumbent communicates regularly with municipal staff, Provincial ministries and government agencies, staff of other municipalities, and the general public.

REVIEW/APPROVAL

Incumbent: _____ **Date:** _____

Director: _____ **Date:** _____

Immediate Supervisor: _____ **Date:** _____

Human Resources: _____ **Date:** _____

CAO: _____ **Date:** _____

Affiliation: Union

Updated: January 2025