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| |  |  |  |  |  | | --- | --- | --- | --- | --- | | **BOX OFFICE CASHIER** | | | | | | **Reports to:** | Bursar |  |  |  | | **Dept:** | Cashiering Services |  | **Range:** | 11 | | **FLSA:** | Nonexempt |  | **EEO:** | Secretarial/Clerical | |

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

**BASIC FUNCTION:**

Under direction, perform responsible cashiering duties; receive payments, control cash, recon­cile funds and post to student accounts; balance cash drawer at closing and cash drawers of weekend sales; provide information regarding district procedures to students, staff, faculty and public vendors; provide third-party billing; and perform related duties as assigned.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Set up and maintain ticket sales software; input events; process and prepare regular tickets and season ticket packages.
2. Order money, prepare startup cash drawers before events, collect monies after events, count and control monies collected, reconcile cash, make deposits to and communicate with department Cashiers.
3. Provide information and assistance related to a wide variety of student activities and box office functional areas in person and on the phone.
4. Post revenue to applicable departmental programs; invoice departmental programs for reserved seat­ing requests.
5. Create and maintain schedule for box office temporary event cashiers and provide work direction and training.
6. Maintain liaison with box office participants and users.

**OTHER DUTIES:**

1. Perform a variety of clerical and recordkeeping duties including the preparation of reports for each event and as needed per departmental request.
2. Create and maintain working relationships between the box office and theater, dance and music departments.
3. May provide backup coverage for Cashiers.
4. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:

1. Methods and techniques of cashiering and cash handling.
2. Modern office practices, procedures and equipment.
3. Recordkeeping techniques.
4. Interpersonal skills using tact, patience and courtesy.
5. Correct English usage, grammar, spelling, punctuation and vocabulary.
6. College organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
7. Safety policies and safe work practices applicable to the work.
8. Written and oral communication skills including correct English usage, grammar, spell­ing, punctuation and vocabulary.

ABILITY TO:

1. Communicate effectively, both orally and in writing.
2. Understand and follow written and oral instructions.
3. Learn to interpret, apply and explain rules, regulations, policies and procedures and apply them in a variety of procedural situations.
4. Operate a computer terminal with a computerized fee-collection system.
5. Add subtract, multiply and divide quickly and accurately.
6. Understand and follow oral and written directions.
7. Maintain records.
8. Analyze situations accurately and adopt effective courses of action.
9. Meet schedules and timelines.
10. Plan and organize work.
11. Work confidentially with discretion.
12. Work as a member of a team.
13. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
14. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION AND EXPERIENCE:**

Graduation from high school or GED equivalent.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Provides work direction to student workers and/or temporary staff.

**CONTACTS:**

Members of the public, faculty, staff and students.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 35 pounds; ability to work at a computer for extended periods, including repetitive use of a computer keyboard, mouse or other control devices; use of upper extremities for transactions; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and com­munications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to concentrate on detailed tasks for extended periods of time and/or intermittently while attending to other responsibilities; ability to work effectively under pressure on multiple tasks concurrently while meeting established dead­lines and changing priorities.

**WORKING CONDITIONS:**

Primarily works in a busy office environment; subject to frequent contact and interruptions by individuals in person or by telephone and occasional exposure to individuals acting in a dis­agree­able fashion; may be required to work at any district location or authorized facility during day and/or evening hours including weekends on an as-needed basis. Occasional local travel may be requested.