



**Position Announcement:**  
**Pensacola Bay Center**

**Pensacola, Florida**

**POSITION: Assistant Box Office Manager**  
**REPORTS TO: Box Office Manager**  
**FLSA STATUS: Full Time -- Exempt**

SMG, the leader in privately managed public assembly facilities has an excellent and immediate opening for an Assistant Box Office Manager at the Pensacola Bay Center. The Assistant Box Office Manager assists with the day-to-day operation of the box office. This position is responsible for selling tickets on a computerized ticketing system, reconciling ticket sales with daily reports, handling and processing ticket requests and coordinating manifest and event info with Ticketmaster personnel. In addition, this position schedules, train, and supervises part-time ticket sellers with the direct supervision of the Box Office Manager.

**MAJOR RESPONSIBILITIES:**

- Sells tickets to patrons on daily and event basis on computerized Ticketmaster system.
- Schedules, trains, supervises, and interviews part-time ticket sellers.
- Updates and coordinates all event information for ticket sellers.
- Handles ticket requests and processes accessible seating request.
- Opens and closes the box office independently.
- Prints daily audits for Bay Center events; input data on spreadsheets; prints daily sales reports, prints end of day reports.
- Oversee all ticketing accounting regarding daily receipts, deposits, cash handling, etc.
- Ability to work flexible hours, based on events, with core hours of 8:00 am – 5:00 pm. Schedule will include evenings, weekends and holidays as needed.
- Assists in working with event promoter and appropriate personnel to establish ticket pricing and seating configuration.
- Assists in coordinating the house scale for all ticket events.
- Maintains communication with Ticketmaster representatives for updates and/or revisions in computer operations.
- Monitors daily ticket sales for all upcoming events and communicate information to the Director and promoter representative.
- Maintains accurate record of daily balance of cash received, tickets sold and change bank/vault.
- Demonstrates excellent customer service skills, responds promptly to customer needs, responds to accessible seating requests for service and assistance, able to work independently and handle most box office question without assistance.
- Other duties as assigned.

**Supervisory Responsibilities:**

Supervises Ticket Sellers. Assists with the overall direction, coordination, and evaluation of the Box Office. Carries out supervisory responsibilities in accordance with SMG's policies and applicable laws. Assists in training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; addressing complaints and resolving problems.

**Qualifications:**

Demonstrated knowledge of ticket selling/box office operation; knowledge of cash handling; knowledge of supervisory principles and practices; able to coordinate and schedule staff; knowledge of problem solving techniques; demonstrated public relations skills. Previous box office experience in similar environment strongly preferred. Reasonable accommodations will be considered for those with disabilities.

**Education and/or Experience**

- High school diploma or general education degree (GED).
- Cash handling and customer service experience required
- Supervisory experience preferred.
- Box Office or guest services background strongly preferred.

**Skills and Abilities**

- Good problem solving skills and organizational ability.
- Good communications skills. Listens and gets clarification; Responds well to questions. Able to read and interpret written information.
- Ability to work independently and as a member of the team.
- Ability to count money, make change accurately.
- Knowledge of supervisory principles and practices; ability to coordinate staff
- Ability to input data into a computer to record sales transactions

**Computer Skills**

- To perform this job successfully, an individual should have some knowledge of computers.
- Experience in computerized ticket systems preferred.

**Certificates, Licenses, Registrations:**

- No certifications are required

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle and count coins and currency. Specific vision abilities required by this job include close vision. Employees must also be able to lift a minimum of 20 lbs, be able to sit for extended periods as well as maneuver the facility and stand for periods of time.

**TO APPLY:**

This position offers a competitive salary and benefit package. Resumes must include salary requirements for consideration and may be sent to:

Chelsea Salaz  
Pensacola Bay Center  
201 E Gregory St  
Pensacola, FL 32502

FAX: 850-432-1707

EMAIL: [hr.pensacolabaycenter@gmail.com](mailto:hr.pensacolabaycenter@gmail.com)

No Phone Calls

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRRRA Federal Contractor.

**Date Opened: 4/10/2017**