



Job Title: Box Office Assistant

Status: Non-Exempt, Salaried

Base Salary: \$38,000 - \$40,000 (+State Retirement 17.9% match)

Comp Package: \$46,000-\$48,000

Benefits Medical, Voluntary Dental & Vision for employee and dependents, as per MCCC policies, State Public Employee Retirement Membership (17.9% match), life insurance, vacation, sick leave, Holidays as per MCCC personnel policies.

Position Overview:

Under the general direction of the Box Office Manager, the Box Office Assistant position supports methods of ticket sales for events hosted at the Mississippi Coast Coliseum and Convention Center; coordinates with Manager for the scaling and selling of tickets for all Ticketmaster events; and assists in overseeing the internal controls of daily operations of the Coliseum Box Office

Essential Duties and Responsibilities

Duties and Responsibilities may include, but are not limited to, the following:

- Works with key client and Ticketmaster personnel to set up events, maintain seating manifests, maintain financial records, and manage the preparation, presentation, and settlement of all event box office statements
- Facilitates ticket sales by maintaining and accurately preparing for the sale of tickets within the computerized system, charting by section, row, and seat number, indicating available seating for events and performances, and printing individual tickets.
- Maintains accurate count of tickets sold and money received from ticket sellers and parking lot attendees.
- Helps to ensure that ticket buyers receive good customer service and have a positive experience with the Coliseum Box Office.
- Safeguards ticket receipts by properly accounting for all cash received in the box office, verifying daily cash reports and maintain accurate bookkeeping records regarding sales, and making deposits of ticket receipts appropriately.
- Work extended and/or irregular hours including nights, weekends, and holidays, as needed.
- Contribute to the overall success of the Mississippi Coast Coliseum and Convention Cent by performing all other duties and responsibilities as assigned.

Physical Requirements:

- Ability to stand (or sit) up to 6 hours without a break.
- Ability to lift and/or move up to 25 pounds, sometimes while bending, stooping or reaching above.

Minimum Qualifications

Knowledge of:

- The technical and physical assets of the Mississippi Coast Coliseum and Convention Center, including lighting, sound, communication and stage equipment.
- Event and/or theatrical production management.
- Coliseum Commission safety policies, procedures, and guidelines.
- The installation and dismantling procedures of production crews.

Ability to:

- Work a flexibly schedule, including early mornings, days, evenings, weekends, holidays, and extended workdays for an extended number of days.
- Multi-task and exercise independent judgment.
- Communicate clearly and concisely in written or oral form.
- Maintain an effective working relationship with clients, colleagues, promoters, patrons, and others encountered in the course of employment.
- Operate a personal computer using Microsoft Office, other standard office equipment and Ticket master operating system.
- Operate Microsoft Office applications and scheduling software.
- Work independently, exercising judgment and initiative.

Educational Requirement/Experience

A minimum of five (3) years Box Office experience and three (3) years of managerial experience, increasingly responsible experience in event management, planning, or equivalent professional experience is required. A bachelor's degree from an accredited college or university in business, management or similar field preferred.

College degree may substitute for three (3) years of experience.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

Must complete pre-hire background check