

BOX OFFICE SUPERVISOR

POSITION DESCRIPTION

Norris Box Office Student Supervisors are responsible for the effective operation of the Box Office through their coordinated efforts with the Center Desk staff. Comprising part of the administrative body of the NBO, they direct operations within the office when the Cash Services Manager is unavailable. The Box Office Student Supervisors work with the Center Desk Student Supervisors to ensure that Center Desk staff are trained and kept current to competently serve the university community with Box Office events and policies. They also work with the Student Supervisors in the Cashier's Office and Student Organization Finance Office to provide registered student organizations with a financially transparent and sound support.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and weekends available

Starting Wage: \$13.00/hour (will go to \$14 on 9/1/20)

Reports To: Cash Operations Manager

ESSENTIAL FUNCTIONS

NBO Student Supervisors report directly to the Cash Services Manager. The NBOSS assume various roles in the performance of their responsibilities. These include serving as: ticket sales advisor, sales agent; invoice; customer service representative; subject matter expert for the Center Desk staff; and NBO representative at Norris University Center student supervisor meetings.

They ensure that Center Desk Attendants know how to perform their responsibilities, support all appropriate functions related to NBO transactions and are kept informed of new sales events, new policies and service issues.

Other NBOSS responsibilities include:

- Ensuring that staff maintains an organized, clean, and presentable area.
- Identifying and managing staff projects.
- Ensuring accurate fiscal management.
- Responding to inquiries from the Cashiers Office and SOFO.
- Maintaining user statistics, database management, income reports and annual reports.
- Generalizing service issues to ensure that office procedures are current and relevant.
- Meeting weekly with the Cash Services Manager.
- Coordinating and facilitating staff meetings on a quarterly basis and when necessary.
- Coordinating advertising and promotions for the area including updating web site through the Student Affairs Marketing (SAM) department and NBO's Facebook group.
- Attending monthly Cash Operations student supervisor meetings.
- Participating in Norris University Center orientation, training, assessment and evaluation programs.
- Other duties as assigned.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Very good organization skills
- Discrete, conscientious and possessing a dependable work ethic
- Good written and verbal skills
- Very good cash handling skills and experience
- Ability to focus in on details while maintaining a “big picture” perspective
- Very good problem solving and decision making skills
- History of performance within an environment focused on team participation and customer service
- Ability to work independently
- Experience within a box office environment

OUTCOME EXPECTATIONS AND RESPONSIBILITIES

Service

We serve students, other university departments, the general public, and each other. We recognize that the service we provide is broader than the traditional definition of “customer”. The customer skills that are needed—attention to the appearance of the facilities and staff, establishing rapport and empathy, identifying needs, responsiveness, etc.— should be integrated within our roles and interactions as Norris employees.

- Looks for service opportunities for the department and Norris
- Projects positive image and reflection of self and the Norris Center
- Follows through with customers in order to meet their expectations for service
- Is persistent and creative in meeting customer needs

Communication

As service is integrated within every aspect of what we do, communication is a key component in not only providing excellent service but also in maintaining departmental and institutional health. All aspects of our communication—verbal and written—should convey respect, trust, confidence, competence and reliability.

- Listens to customers and responds in an articulate manner
- Adjusts communication style according to the situation at hand
- Provides useful, intentional information to team members, customers, and supervisors within the systems made available by the area

Personal Management

Providing excellent service and completing tasks efficiently within a department begins with a strong work ethic and good habits, particularly with regard to attendance and professional demeanor. Employees’ personal skills and habits are challenged within the workplace. Success is characterized by your ability to achieve a balance with your academics, extracurricular activities, and work responsibilities.

- Arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
- Is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
- Makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner

Job Knowledge

To perform optimally, employees must comprehend the function of their position within their department. A full awareness of job duties and policies requires not only the retention of facts, but also the active search, learning and application of additional information. Being able to provide context to the service we provide can help broaden the service opportunity as well as the satisfaction that results. This performance measure focuses on your current job-related knowledge and the degree to which you demonstrate an openness to broaden and apply that knowledge.

- Can articulate departmental policies, processes, and duties and how their work contributes to the department's success
- Is able to gauge requirements of tasks assigned
- Seeks clarification, when needed, to accomplish responsibilities

Inclusion

For Norris to succeed as a University Center, its staff must share a common understanding of why it exists, what guides its activities, and how each employee contributes to the organization as a whole. Progress toward this understanding requires learning how to apply the Norris mission within your area to build a community founded on diversity and social justice.

- Can relate how aspects of equity and equality influence the work performed for or service provided to clients, patrons, and co-workers
- Promotes acceptance and understanding of colleague diversity in terms of background, interests, culture, and values
- Can articulate safe space concepts

Teamwork

The optimal level of service, that Norris sets out to provide, can only be attained through the collaboration and support provided by each staff member within and across departments. Each of us must focus our efforts toward making the team (departmental and organizational) cohesive, high-performing and successful.

- Is able to articulate personal impact as a staff member, to the department and Norris Center
- Attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
- Recognizes contributions made by other members of the team

Responsibility

For a workplace to be successful, employees must be trusted to take initiative and make decisions that impact the department's service, production, and reputation. That trust depends to a large extent on the responsibility that employees demonstrate in carrying out their duties and assignments. Responsibility includes your dependability with regard to the quality of your work and your acceptance of departmental (and organizational) policies, procedures and goals.

- Abides by and promotes adherence to policies at the departmental, Norris and university level
- Works to achieve departmental goals
- Can articulate consequences of actions