



Position: Box Office Supervisor
Facility Name: BMO Harris Bank Center and Coronado Performing Arts Center, Rockford IL 61101

POSITION: Box Office Supervisor
DEPARTMENT: Box Office
REPORTS TO: Director of Ticketing
FLSA STATUS: Salaried/Exempt

SMG, the leader in privately managed public assembly facilities, has an immediate opening for a Box Office Supervisor at the BMO Harris Bank Center and the Coronado Performing Arts Center. Under the direction of Director of Ticketing, the primary responsibilities include the following functions in accordance with SMG policies.

MAJOR RESPONSIBILITIES:

- Build a “team-first” work environment, encouraging teamwork and interaction among employees.
- Prepares or assist with preparation of a daily report of business transactions.
- Prepares nightly deposits and reconciliations.
- Works closely with the Rockford IceHogs front office staff to facilitate all ticketing needs.
- Responsible for supervising the box office and box office staff during all 38 Rockford IceHogs Home Games as well as other assigned events.
- Assist in Hiring, training and scheduling box office staff as well as communicating event information to the box office staff on a regular basis.
- Communicating with the general public for quick resolution of customer service matters involving ticketing problems, questions, or concerns from patrons of the facility
- Box Office Liaison to Premium Clients and VIPS. Communicates to client’s upcoming event information and order fulfillment.
- Must work evenings, weekends and some holidays.
- Other duties as assigned.

QUALIFICATIONS:

- Ticketmaster experience preferred.
- This position requires walking and standing for long periods of time.
- Candidates must be outgoing, sales driven and communicate effectively.
- Strong Customer Service Skills.
- Handle conflicts, make common sense decisions and exercise proper action during high tension and stressful situations.
- Work independently, exercising judgment and initiative.
- Organize and prioritize work to meet deadlines. Work effectively under pressure and/or stringent schedule and produce accurate results.
- Remain flexible and adjust to situations as they occur.
- Ability to work with minimal supervision
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Maintain an effective working relationship with clients, employees, patrons and others encountered in the course of employment.
- Operate a personal computer using Windows, Word, Excel and other standard office equipment.
- Professional presentation, appearance and work ethic.

EDUCATION AND/OR EXPERIENCE:

Bachelor’s degree from an accredited four-year college or university and two (2) years related experience and/or training; or an equivalent combination of education and experience.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

TO APPLY:

External: <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000325453206#/>

Internal: <https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000325453206#/>

Recruiter - Lakin Eckhardt
BMO Harris Bank Center
300 Elm St.
Rockford, IL 61101

Applicants that need reasonable accommodations to complete the application process may contact (815) 489-8237.

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