

JOB DESCRIPTION

TICKET OFFICE MANAGER



| | |
|----------------|--------------------|
| Facility Name: | AMES CENTER |
|----------------|--------------------|

JOB INFORMATION

| | | | |
|--------------|----------------------------|----------------|--------------------|
| Job Title: | Ticket Office Manager | Department: | Sales and Events |
| Reports To: | Director of Sales & Events | FLSA Status: | Full Time – Exempt |
| Prepared By: | Brian Luther | Date Prepared: | August 18, 2021 |
| Approved By: | Executive Director | Approved Date: | August 18, 2021 |

SUMMARY

This position is a sales focused, customer-service driven, managerial position responsible for the accurate, efficient and service-oriented operation of the ticket selling function of the Ames Center. This position, in conjunction with the Director of Sales and Events, also plans and administers sales policies and programs to foster and promote facility patronage. This position also requires evening and weekend work that may exceed 40 hours per week and the ability to work flexible hours, including evenings, weekends, and holidays.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties and responsibilities may be assigned.

1. Customer Focus: Is dedicated to meeting and/or exceeding the expectations and requirements of internal and external customers.
2. Integrity and Trust: Is widely trusted and is seen as a truthful individual who keeps confidences, admits mistakes, doesn't misrepresent themselves and is highly respectful of others.
3. Communication: Consistently exhibits courteous, respectful, non-defensive and appropriate communications and presents information in a concise and understandable format.
4. Teamwork: Works cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.
5. Manages the overall operation of the ticket office and provides for the ordering, sale, and accounting for all tickets sold for events at the building.
6. Exhibit strong knowledge of Ticketmaster computerized ticketing systems, both Host and TM1 environments; accounting and finance procedure including record keeping and reconciliation.
7. Manage the selection, placement, promotion, training, safety, appraisal, and discipline of all ticket office personnel.
8. Assure the proper accounting of all money and tickets for events serviced by the building.
9. Serve as principal contact with Ticketmaster and assures compliance with all service standards and contract provisions.
10. Prepare ticket office reports or event settlements and assist senior staff in settlement with promoters.
11. Work closely with event promoters and building lessees on a daily basis to provide advice, assistance, and ticket sales status information.

JOB DESCRIPTION

TICKET OFFICE MANAGER



OTHER DUTIES AND RESPONSIBILITIES:

1. Maintain daily records of business transactions, including but not limited to, daily sales, accounts receivable, long and short show reports, complimentary tickets, and the recording and deposit of daily receipts.
2. Assist with the collection and dissemination of marketing information as related to ticket sales and customer service goals.
3. Prepare statistical analysis reports as directed by Ames Center leadership team.
4. Coordinate group sales program in conjunction with the Director of Sales & Events and, as needed, subscription series accounts.
5. Handle complaints, ticket problems, and customer service issues in a fair, professional, and courteous manner.
6. Maintain and regularly update calendars, electronic messages, Marquee sign and other ticket office information equipment with event information, sales dates, prices and times.
7. Fulfill donation requests.
8. Assist in the preparation of the annual budget.
9. Consistently exhibit courteous, respectful, non-defensive and appropriate communications and presents information in a concise and understandable format.
10. Create and email event surveys to patrons; follow up with survey analysis.
11. Work with third parties including Goldstar, Groupon and Living Social to market events that have been approved by promoters.
12. Other duties as may be assigned by the Executive Director and/or Director of Sales and Events. Included, but not limited to event marketing & promotion, event supervision and other areas of responsibility within Ames Center Sales and Events department.

SUPERVISORY RESPONSIBILITIES

The Ticket Office Manager is responsible for the overall direction, coordination, and evaluation of Ticket Office personnel, including daytime shift supervisors, part time ticket sellers and clerk's unit. This person carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, training and supervising employees; assigning and directing work and work locations; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

1. Demonstrated knowledge of computerized ticketing systems including but not limited to Ticketmaster, both Host and TM1 environments.
2. Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
3. Experience working in a computer network environment utilizing Microsoft Excel and MS Office365 platform.
4. Knowledge of supervisory principles and practices.
5. Able to work flexible schedules including evenings, weekends and holidays.

JOB DESCRIPTION

TICKET OFFICE MANAGER



CERTIFICATES / LICENSES / REGISTRATIONS

1. Applicants must possess a current valid driver's license and a vehicle that can be accessed for work purposes and a current working home or mobile telephone with a number that can be accessed by building management personnel for business contact purposes.

LANGUAGE SKILLS

1. Ability to communicate effectively orally and electronically.
2. Ability to read and comprehend instructions, correspondence, and memos.
3. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations.
4. Ability to write reports, business correspondence, and procedure manuals.
5. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
6. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.
2. Ability to apply concepts of basic math on an Excel spreadsheet, calculator, ten key adding machine, or cash register.
3. Ability to add, subtract, multiply and divide all units of measure using whole numbers, fractions, and decimals, applying concepts of basic algebra and geometry.

REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to define problems, collect data, establish facts and draw valid conclusions.
3. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form, dealing with both abstract and concrete variables.

PHYSICAL DEMANDS

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

1. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
2. The employee is occasionally required to stand for long periods and walk distances.
3. The employee must regularly lift and/or move up to 50 pounds.
4. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

JOB DESCRIPTION

TICKET OFFICE MANAGER



WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock; wet and/or humid conditions and extreme heat and cold.
2. The noise level in the work environment is usually moderate but is occasionally loud.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

| | | | |
|------------------------|--|-------|--|
| Employee Signature: | | Date: | |
|------------------------|--|-------|--|