
Auburn University Job Description

Job Title:	Dir, Ticket Sales	Job Family:	No Family
Job Code:	BA04	Grade 36:	\$58,500 - \$97,600
FLSA status:	Exempt		

Job Summary

Oversees the operations of the ticket sales office in order to maximize revenue from the sale of tickets for all intercollegiate athletic events.

Essential Functions

1. Plans and coordinates the ticket sales program for all athletic events to include (but not limited to) developing sales strategies, planning and overseeing sales programs, recommending prices, and recommending contribution levels/categories for seat assignment.
2. Directs the ticket sales office operations to include (but not limited to) conducting compliance audits and facilitating periodic audit programs.
3. Maintains contact with customers and groups through visits, mailings, and telephone calls to cultivate interest in the AU athletic programs, to optimize customer service levels for ticket sales, and to explain procedures and assignment/allocations policies.
4. Sets and assesses/reports on customer service goals for tickets sales and resolves issues with unsatisfied customers
5. Works collaboratively with and provides advice to other AU offices to plan programs and operations that maximize demand for tickets.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

Auburn University Job Description

Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Public Relations, Marketing, Communications, Journalism, Sports Administration, or related field
Experience (yrs.)	5	Experience in business operations and sales

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of sales strategies and programs.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires hearing.

Job occasionally requires standing, walking, sitting, stooping/kneeling/crouching/crawling, talking, handling objects with hands, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/3/2012
