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## Auburn University Job Description

Job Title:	<b>Mgr, Ticket Sales</b>	Job Family:	No Family
Job Code:	<b>BA05</b>	Grade 34:	\$44,300 - \$73,700
FLSA status:	Exempt		

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### Job Summary

Manages daily operations of the ticket sales office for athletic events.

### Essential Functions

1. Oversees the selection, assignment, and distribution of tickets and ensures procedures and protocol are followed.
2. Oversees the collection of funds for ticket sales and ensures that funds are processed appropriately by ensuring sales records are created and maintained, deposits are made, and accounts/cash drawers are reconciled and balanced.
3. Maintains and prepares appropriate levels of ticket stock by forecasting requirements, purchasing stock, printing tickets, separating blocks of tickets for distribution based on guidelines for assigning seat-customer category, arranging tickets for opposing team, and accounting for unsold tickets.
4. Coordinates with other University offices to gather information and resolve issues about priority listing for ticket distributions.
5. Provides information to patrons in order to answer questions or resolve problems in relation to ticketing, seating assignment, priority listing, and other related issues.
6. Manages data system related to ticketing and works collaboratively with University Computing Center to maintain the database.
7. Complies with all applicable National Collegiate Athletic Association (NCAA) and Southeastern Conference (SEC) regulations in the performance of job duties.

### Supervisory Responsibility

May supervise employees but supervision is not the main focus of the job.

*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.*

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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	High School	High School Diploma or equivalent
<b>Experience (yrs.)</b>	6	Experience in sales and/or sales operations

#### **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 financial management; basic computer skills

#### **Certification or Licensure Requirements**

None Required.

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### Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires walking, reaching, talking, hearing, handling objects with hands.

Job occasionally requires standing, sitting, and lifting up to 25 pounds.

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

Date: 11/10/2010

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