Auburn University Job Description

Job Title: Mgr, Student Ticketing
Job Code: BA53*
FLSA status: Exempt

Job Summary
Manages the student athletic ticket sales and distribution operations for all Auburn University athletic events.

Essential Functions
1. Manages and inspects product inventory to ensure timely sales and distribution of student tickets.
2. Provides and ensures excellent customer service and problem resolution in an effort to promote a positive image of Auburn University and the AU Athletic Department.
3. Coordinates with Auburn University IT professionals in regards to the common database system used in determining student eligibility, recording and distributing order information, and managing sales information.
4. Collects and analyzes data from various student groups to ascertain and assure the maximum amount of students tickets are made available for sale and distribution.
5. Manages and oversees the collection, recording, accounting, and deposit of all monies collected from student ticket sales.
6. Researches, formulates, and recommends appropriate changes to student ticketing best practices.
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

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<tr>
<th>Education</th>
<th>Minimum</th>
<th>Focus of Education/Experience</th>
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<tbody>
<tr>
<td>Degree</td>
<td>Four-year college degree</td>
<td>Degree in Public Relations, Marketing, Communications, Journalism, Sports Administration, or related field</td>
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| Experience (yrs.) | 4 | Experience in event ticketing operations |

Substitutions allowed for Education:
When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

Substitutions allowed for Experience:
Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge
Knowledge of university ticketing operations and procedures

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 sitting, talking, hearing.

Job occasionally requires standing, walking, reaching, handling objects with hands, and lifting up to 25 pounds.

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

Date: 8/17/2011