
Auburn University Job Description

Job Title: **Assoc AD, Ticket Sales&Ops**

Job Family: No Family

Job Code: **BA62**

Grade 38: \$78,900 - \$131,600

FLSA status: Exempt

Job Summary

Directs and has primary responsibility for the comprehensive ticketing operations of Auburn University Department of Athletics and Tigers Unlimited.

Essential Functions

1. Responsible for preparing, monitoring, reconciling, and maintaining the operating budget and financial reporting of the ticket operations of Auburn University athletics.
2. Directs and oversees the allocation of all tickets in accordance with established policies and protocols of Auburn University and Tigers Unlimited.
3. Works in conjunction with other university offices, departments, and committees to create and revise ticketing policies, procedures, and customer service standards.
4. Develops, manages, and coordinates marketing and sales strategies to optimize ticket sales.
5. Directs and oversees all personnel actions to include implementing up-to-date sales and customer service training programs for staff members.
6. Directs and oversees all reporting functions relating to ticket operations to include, but not limited to, inventory, sales, customer service, seat assignments, and priority listings.
7. Coordinates strategies and plans with Marketing, Information Technology, and Ticket Partner to ensure efficient and customer-friendly ticket ordering processes and platforms are in place.
8. Complies with all applicable National Collegiate Athletic Association (NCAA) and Southeastern Conference (SEC) regulations in the performance of job duties.

Supervisory Responsibility

Supervises others with full supervisory responsibility.

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>
Education	Four-year college degree	Degree in Management, Business Administration, Sports Administration, or related field
Experience (yrs.)	8	Experience in athletic ticket 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 National Collegiate Athletic Association (NCAA) and Southeastern Conference (SEC) rules and regulations; personnel management and budget planning.

Certification or Licensure Requirements

None Required

Physical Requirements/ADA

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

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 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: 10/4/2013
