

JOB INFORMATION

Job Code	BB21B
Job Title	Asst Dir II, Ticket Operations
Pay Grade	AT04
Range Minimum	\$37,300
33rd %	\$43,533
Range Midpoint	\$46,600
67th %	\$49,767
Range Maximum	\$56,000
Exemption Status	Exempt
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Legacy Date Last Edited	

JOB FAMILY AND FUNCTION

Job Family:	Athletics
Job Function:	Ticketing
EEO Position Group	63D - Prof w/Other Spec GM<64625

JOB SUMMARY

Aids in managing and leading the athletic department's ticketing operations (Football, Men's & Women's Basketball, Gymnastics, Baseball and Softball). Responsibilities include customer service, game-day operations, sport-specific ticketing operations, back-office ticketing software and technology management, and conflict resolution. This individual aids in the selection and training of all student interns. All operations must be completed in compliance with the Tigers Unlimited priority system, University Auditing, State, National Collegiate Athletic Association (NCAA), and Southeastern Conference (SEC) policies and procedures.

RESPONSIBILITIES

- Aids in the day-to-day operation of the ticket office including daily customer service work, overall supervision of ticket office personnel, and gameday operations for all sports.
- Responsible for assisting patrons on the phone, in person, as well as through email communications, including the general ticket office email account.
- Serves as first line of supervision beyond part-time staff and student employees.
- Manages all facets of ticket operations for select sport(s) including ticket allocation, seat changes, set-up, and ticket printing & delivery. Manages post-season ticket operations for select sport(s) and events.
- Aids in the resolution of customer complaints or problems for donors, athletic coaches and staff, Auburn faculty and staff, alumni, public ticket purchasers, and other assorted groups.
- Works in conjunction with Tigers Unlimited, Ticket Sales, Marketing, and Communications on ticket sales plans, strategy, and timelines.
- Responsible for the maintenance and distribution of ticket scanners at football and select events, including scanner set up and distribution.
- Responsible for upkeep and maintenance of all ticket-related equipment; ticket printers, office printers, copy machines, postage machines, etc.
- Aids in all reporting, requests, and Equerry reports regarding select sports.
- Aids in the screening, hiring, and training of ticket office student interns.
- Travels to select events to administer and distribute player, coach, and administrator tickets and will call.
- Responsible for compliance with all state, University, National Collegiate Athletic Association (NCAA), and Southeastern Conference (SEC) rules regarding ticket sales and distribution.

SUPERVISORY RESPONSIBILITIES

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

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform the minimum requirements listed below, which are representative of the skill, and/or ability required.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	No specific discipline.	And	4 years of	Experience in ticketing operations or customer service. Experience in intercollegiate or professional sports ticket sales or operations is desired.	Or
Master's Degree	No specific discipline.	And	2 years of	Experience in ticketing operations or customer service. Experience in intercollegiate or professional sports ticket sales or operations is desired.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knows and applies advanced concepts, practices, and procedures of particular field of specialization, with awareness of related fields.

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Vision Requirements:

Ability to see information in print and/or electronically.

Travel Requirements:

In-State; Domestic