
Auburn University Job Description

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| Job Title: | Assoc, Ticket Sales | Level I | Grade 26 \$18,400 - \$30,600 |
| Job Code: | DE04 | Level II | Grade 27 \$20,300 - \$33,800 |
| FLSA status: | Non-exempt | | |

Job Summary

Performs clerical and administrative duties associated with the sales and distribution of tickets and the maintenance of sales and customer records.

Essential Functions

1. Provides customer service via email, telephone, and/or in person to include describing the ticket sales, addressing questions, and resolving issues.
2. Processes ticket orders and fulfillment to include verifying and editing order forms and monies; computing total charges; and accepting, rejecting, and organizing orders.
3. Processes payments through regular reports and cash management accounting for all transactions including, but not limited to, cash, check, credit card, and tiger card.
4. Records ticket orders on database to include seat assignments, customer status/entitlement, ticket issues, and customer charge updates.
5. Maintains customer records for select groups to include notifications of contributions, ticket orders/issues, information/data concerning the customer, seat assignments, and priority orders.
6. Works ticket sales windows to include computing amount due, reviewing listings, receiving payments, preparing credit sales slips, selecting and issuing tickets, and balancing tickets sold and monies turned over.
7. Complies with all applicable regulations and/or guidelines in the performance of job duties.
8. Performs other related duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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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Job Family Levels

| Level | Responsibility | Knowledge | Education and Experience* |
|-------|--|--|---|
| I | Follows specific procedures. Task variety is limited. Work is performed under close supervision. | Basic knowledge of standard office functions. Communicates with other is limited to exchange of routine information. | High school diploma or equivalent. |
| II | Tasks are varied and broad. Work is performed under occasional supervision. | Standard knowledge of office functions. Working knowledge of Auburn University administrative systems appropriate to the position. | High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent within Auburn University. |

* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

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Minimum Required Education and Experience

Level I High school diploma or equivalent.

Level II High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent within Auburn University.

Focus of Education

High School Diploma or equivalent

Focus of Experience

Experience in clerical and administrative support services

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

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.

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, sitting, reaching, talking, hearing, handling objects with hands,

Job occasionally requires standing, climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

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

Date: 12/12/2018
