
Auburn University Job Description

Job Title:	Assoc, Theater Tickets	Level I	Grade 26 \$18,100 - \$30,100
Job Code:	EA38	Level II	Grade 27 \$19,900 - \$33,100
FLSA status:	Non-exempt		

Job Summary

Coordinates the overall operation of Auburn University Theatre Box Office.

Essential Functions

1. Handles and accounts for all cash, check, credit card, and tiger card transactions.
2. Balances, records, and reports ticket sales and collections.
3. Provides customer service to patrons by e-mail, telephone, and in person.
4. Recommends pricing schedule, sales strategies and promotions, and monitors results.
5. Listens to and resolves customer complaints and problems.
6. Assures tickets are selected, assigned, and distributed according to guidelines.
7. Instructs box office personnel in customer service and ticket order processing.
8. Organizes and arranges for tours, receptions, fund-raisers, and other functions.

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 office operations and administration

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

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.

Work schedules, volume of work, or priorities seldom change; able to anticipate new work; minimum distractions or interruptions; seldom involves conflicting demands on time.

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

Job occasionally requires walking, 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: 12/15/2011
