
Auburn University Job Description

Job Title:	Dir, Ticket Sales and Operations	Job Family:	No Family
Job Code:	BA05	Grade 35:	\$51,900 - \$86,400
FLSA status:	Exempt		

Job Summary

Directs the daily operations and support functions of the ticket sales office for athletic events.

Essential Functions

1. Directs and oversees the ordering processes, allocation of tickets, printing, distribution, and reporting ensuring procedures and protocol are followed.
2. Ensures that timelines for ticket applications, communications with printing companies, and ticket fulfillment are satisfied.
3. Establishes, manages, and maintains deadlines for inventory control and sales of budget controls and maintenance of stock for event sales.
4. Manages the software for the Athletic Ticket Office to include season set-up per sport, online sales, data transfer and trouble shooting.
5. Works with the software to maintain best practices, updates, installations and trouble shooting.
6. Provides information to internal and external auditors ensuring all documents and work papers required by auditors are completed and compiled and all recommendations made by auditors are implemented and proper internal controls are maintained.
7. Works with University and software company to maintain best prices, updates, installation and trouble shooting.
8. Manages new ticketing technology initiatives and projects.
9. Supervises secondary ticket marketplace as well as late inventory sales.
10. Oversees assigned areas of game day responsibilities.
11. 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

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Public Relations, Marketing, Communications, Journalism, Sports Administration, or related field
Experience (yrs.)	5	Experience in business operations, sales 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; ticketing principles, personnel management and budget planning.

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, handling objects with hands, .

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

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

Date: 4/26/2016
