
Auburn University Job Description

Job Title:	Coord, Athletic Ticketing	Level I	Grade AT02 \$32,100 - \$44,900
Job Code:	BB21	Level II	Grade AT04 \$37,300 - \$56,000
FLSA status:	Exempt		

Job Summary

Coordinates the athletic ticket sales and distribution operations for all Auburn University athletic events.

Essential Functions

1. Assists in the day-to-day operations of the Auburn University Ticket Office; including ticket sales, distribution and reconciliations of Auburn University Athletics events.
2. Assists in the planning, management, sales, and distribution of both Auburn University student and faculty/staff tickets.
3. Manages ticketing operations for select sport/events.
4. Coordinates with Auburn University IT professionals in regards to new and existing ticketing software and products in an effort to offer the best ticketing experience to the general public, donors, Auburn University students, faculty, staff, and retirees.
5. Collects and analyzes data from various population groups to ascertain and assure the maximum amount of athletic tickets are made available for sale and distribution.
6. Provides and ensures excellent customer service and problem resolution in an effort to promote a positive image of Auburn University and the Auburn University Athletic Department.
7. 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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Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Under general supervision, performs varied duties and assignments involving some judgment. Resolves routine questions or problems, referring only complex issues to higher level. Some evaluation, originality and ingenuity required.	Knows and applies fundamental concepts, practices and procedures of particular field of specialization.	Bachelor's degree in discipline appropriate to position plus 2 years experience.
II	Under minimal supervision, performs complex assignments and fulfills broad responsibilities where required outcomes are defined, but methods and procedures may vary based on professional judgment or precedent. Considerable latitude for unreviewed action. Confers with supervisor on unusual matters. Coordinates the work of others on projects and may assign work to and assist less experienced professionals or support staff. May act in an advisory capacity to managers or faculty.	Knows and applies advanced concepts, practices, and procedures of particular field of specialization, with awareness of related fields.	Bachelor's degree in discipline appropriate to position plus 4 years experience. Experience must include at least 2 years at the preceding level or equivalent.

* 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 Bachelor's degree in discipline appropriate to position plus 2 years experience.

Level II Bachelor's degree in discipline appropriate to position plus 4 years experience. Experience must include at least 2 years at the preceding level or equivalent.

Focus of Education

Degree in Business Administration, Marketing, Communications, Sports Administration, or related field

Focus of Experience

Experience in intercollegiate or professional sports ticketing operations, or customer service

Substitutions allowed for Education:

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

See Job Family Levels

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, .

Job occasionally requires standing, walking, reaching, handling objects with hands, and lifting up to 25 pounds.

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

Date: 4/5/2012
