

JOB DESCRIPTION

Group Experience & Ticket Office Coordinator



Facility Name:	VENUWORKS OF CEDAR RAPIDS, LLC
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JOB INFORMATION

Job Title:	Group Experience & Ticket Office Coordinator	Department:	Box Office
Reports To:	Kevin Troyer	FLSA Status:	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Prepared By:	Deena Rupalo	Date Prepared:	November 29, 2018
Approved By:	Angela Wieck	Approved Date:	12/05/2018

SUMMARY

The coordinator will solicit, manage and maintain all Group Sales accounts for the U.S. Cellular Center, the McGrath Amphitheatre and Paramount Theatre. This position will also assist with administrative and reporting functions for the U.S. Cellular Center and McGrath Amphitheatre Ticket Office.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Facilitate communication of all event announcements and group offerings to network of contacts. This is to include, but not be limited to: sales calls, direct mailings, e-blast campaigns, and client meetings. The Coordinator will also work with the VenuWorks Sales and Sponsorship Manager to present and provide group sales materials to current and potential sponsor partners.
2. Plan, sell and be on-site to coordinate special outings tied to venue ticketed events, including Scout clinics, birthday parties, holiday party packages, half-time performances, etc.
3. Process and fulfill all group ticket orders within the Ticketmaster system, staying current on collections and providing the highest level of customer service. The Coordinator will also prepare sales documentation for event settlements.
4. Assist the Ticket Office Manager in the proper accounting of all money and tickets for events serviced by the building, including but not limited to: daily balancing of ticket sellers, daily sales reports, daily accounting reconciliations, and deposits.
5. Works in partnership with the Ticket Office Manager to process comp ticket requests and box seat tickets.

OTHER RESPONSIBILITIES

1. Establish creative & new ideas for group incentives, including expanding upon fundraising opportunities.
2. Assist with the creation of grass-roots and marketing pieces to promote the Group Sales program and its opportunities.
3. Handles complaints, ticket problems, and customer service issues in a fair, professional, and courteous manner.

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4. Maintains and regularly updates calendars, electronic messages and other ticket office information equipment with event information, sales dates, prices and times.
5. Prepares comparison ticket tracking spreadsheets for annual engagements and post event ticket and demographic information.
6. Serve as secondary contact for supervision and training of part-time ticket office window sales staff.
7. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Will assist Ticket Office Manager as the second contact in supervising part-time ticket office window sales staff, to be a source for questions on policies and Ticketmaster procedures.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each of the essential duties satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. A demonstrated ability to follow directions and complete assigned tasks with a minimum of instruction and supervision is essential. Work hours and schedule may vary but will consist of approximately 30 hours per week and can include holidays, evenings and weekends. This position requires skill in meeting and/or exceeding the expectations, being articulate with well-developed communication skills and personal poise. This position requires excellent teamwork skills, working cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

EDUCATION and/or EXPERIENCE

1. High School Diploma with bachelor's degree preferred, but college course-work in business administration, marketing, communications, accounting or related fields may substitute with adequate experience.
2. Other combinations of experience and education that meet these requirements may be substituted.

CERTIFICATES, LICENSES, REGISTRATIONS

Applicant must possess current, valid driver's license and a current working telephone with a number that can be accessed by building management personnel for business contact purposes. Must have excellent computer skills, including experience with Word and Excel.

LANGUAGE SKILLS

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to engage in public speaking.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages

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COGNITIVE SKILLS/REASONING ABILITY

1. Ability to recognize casual relationships, discriminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures, grasp and interpret the meaning of the material and use learned material in new and concrete situations.
4. Ability to break down material into its component parts so that its organizational structure can be understood.
5. Ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards.
6. Ability to put parts together to form a new whole or proposed set of operations.
7. Ability to relate ideas and formulate hypotheses.
8. Ability to appraise judgments involved in the selection of a course of action.
9. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.
10. Ability to solve complex problems with sensitivity and diplomacy, while displaying decisive executive leadership.
11. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 40 pounds
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
6. The employee must be able to travel distances on foot quickly to attend to a variety of needs while on site at the venues.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job

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description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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