

# JOB DESCRIPTION

## Associate Ticket Office Manager



Facility Name:	<b>VENUWORKS OF CEDAR RAPIDS, LLC</b>
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### JOB INFORMATION

Job Title:	Associate Ticket Office Manager	Department:	Ticket Office
Reports To:	Ticket Office Manager	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>
Prepared By:	Michael Silva	Date Prepared:	January 14, 2019
Approved By:	Angela Wieck	Approved Date:	January 16, 2019

### SUMMARY

The Associate Ticket Office Manager will manage the day-to-day operations of the Ticket Office in addition to managing and growing the VenuWorks Group Sales program for the U.S. Cellular Center, the McGrath Amphitheatre and Paramount Theatre.

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

1. Perform 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.
2. Regularly perform interviews, hiring, training, scheduling and disciplinary functions for all part-time Ticket Office staff.
3. 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.
4. Process and fulfill all group ticket orders within the Ticketmaster system, staying current on collections and providing the highest level of customer service. Prepare sales documentation for event settlements.
5. Works in partnership with the Ticket Office Manager to process comp ticket requests and box seat tickets.
6. Ability to work flexible hours, including evenings, weekends and holidays.

### OTHER RESPONSIBILITIES

1. Maintain close communication and collaboration with the venue primary tenants to coordinate the programming, processing and distribution of season tickets, group tickets and individual game sales. Monitor and become aware of all special ticket offerings the tenant may institute.
2. Process comp ticket requests, coordinate sponsor & client ticket bank usage, and distribute box seat tickets as needed.
3. Maintain the security of the cash vault and an accurate inventory of all ticket stock.
4. Establish creative & new ideas for group incentives, including expanding upon fundraising opportunities.
5. Assist with the creation of grass-roots and marketing pieces to promote the Group Sales program and its opportunities.
6. 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.
7. Handles complaints, ticket problems, and customer service issues in a fair, professional, and courteous manner.
8. Maintains and regularly updates calendars, electronic messages and other ticket office information equipment with event information, sales dates, prices and times.

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9. Prepares comparison ticket tracking spreadsheets for annual engagements and post event ticket and demographic information.
10. Train all part-time ticket office window sales staff according to established procedures.
11. Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Directly supervises part-time ticket office staff including ticket sellers and ticket office leads. Carries out supervisory responsibilities in accordance with VenuWorks policies and applicable laws. Responsible for interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining in accordance with Human Resources; addressing complaints and resolving problems.

### **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. A demonstrated ability to follow directions and complete assigned tasks with a minimum amount of instruction and supervision is essential. Ability to organize work flow and meet established deadlines. 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.

Work hours and schedule are generally Monday – Friday 9:30am to 6:30pm but will vary with attendance during events and may include holidays, evenings and weekends.

### **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. Demonstrated knowledge of cash handling procedures preferred.
3. Demonstrated knowledge on the Ticketmaster system (or similar electronic ticketing platform) preferred but not required.
4. A minimum of one (1) year of direct supervisory experience is required.
5. 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

### **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.

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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 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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