

# JOB DESCRIPTION

## Ticket Office Manager



Facility Name:	<b>VENUWORKS OF CEDAR RAPIDS, L.L.C.</b>
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### JOB INFORMATION

Job Title:	Ticket Office Manager	Department:	Ticket Office
Reports To:	Executive Director	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non Exempt <input type="checkbox"/>
Prepared By:	Michael Silva	Date Prepared:	February 28, 2019
Approved By:	Angela Wieck	Approved Date:	

### SUMMARY

This managerial position oversees the overall daily operation of the Ticket Office and event ticketing activities for The U.S. Cellular Center Arena, McGrath Amphitheatre and Cedar Rapids Ice Arena.

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

1. Manage the overall operation of the Ticket Office by providing for the sale and accounting of all tickets and serving as the principal venue contact with Ticketmaster. Assure compliance with all service standards, contract provisions and obligations.
2. Build, modify and review all ticketing event set-ups within the Ticketmaster system. Communicate any changes in scaling or gross potential to Programming Manager and other vested departments.
3. Supervise the selection, training, safety, placement, appraisal, promotion, payroll and discipline of all ticket office personnel with final approval of the Executive Director.
4. Handle complaints, ticket problems and customer service issues in a fair, professional and courteous manner.
5. Supervise group sales efforts in a manner that will maximize revenue.

**OTHER RESPONSIBILITIES** include, but are not limited to the following.

1. Assure the proper accounting of all money and tickets for events, including but not limited to: daily balancing of ticket sellers, daily sales reports, daily accounting reconciliations, ticket office accounts receivables, staff overage/shortage logs, and deposits.
2. Work closely and communicate with event promoters and building lessees on a daily basis to provide advice, assistance, and ticket sales status information. In tandem with the Programming Manager, advise on the merit of price flexing, dynamics, special offers or other industry practices.
3. 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.
4. Develop seating CAD diagrams in coordination with the Events and Programming Departments.
5. Coordinate with the Marketing Department to determine optimal announcement and on-sale dates within standard industry practices.
6. Coordinate event information between the promoter, facility personnel and the client's ticketing representative in a timely manner. Manage the communication of ticket sales, announcement and on-sale schedules, as well as price scaling to venue staff.
7. Prepare ticket office reports for and assist in event settlements with promoters. Archive event ticket reports, sales and demographic information to establish post-event files.
8. Process comp ticket requests, oversee sponsor & client ticket bank usage, and distribute box seat tickets.
9. Maintain the security of the cash vault and an accurate inventory of all ticket stock.

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10. Assist with the collection and recording of event trend information, including gross comparison statistics.
11. Submit and coordinate the scheduling of Ticketmaster Ticket Alerts and CENs.
12. Maintain and regularly update calendars, electronic messaging, marketing pieces and other ticket office materials and equipment with pertinent event information, sales dates, prices, and times.
13. Actively participate in executive team and weekly operations meetings. Develop and maintain a harmonious working relationship with all other departments.
14. Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Directly supervises all full-time and part-time ticket office staff including Associate Ticket Office Manager, 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. The position also requires the ability to organize work flow and meet established deadlines. Work hours and schedule are generally Monday – Friday 9:30am to 6:00pm but can vary, and may include holidays, evenings and weekends. Working events during evenings and weekends will be required as needed. 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. This position contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

### **EDUCATION and/or EXPERIENCE**

1. Bachelor's Degree from a four-year college or university in accounting, business administration, public assembly management or marketing; or minimum two years' related experience and/or training in any aforementioned field.
2. A minimum of (2) years' experience with demonstrated knowledge on the Ticketmaster system preferred as well as knowledge of ticket accounting and finance procedures, including record keeping and reconciliation.
3. A minimum of (1) year of direct supervisory experience.
4. 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 the Microsoft Office programs, such as Word, Excel, and PowerPoint.

### **LANGUAGE SKILLS**

Ability to read, analyze and interpret instructions, 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 add, subtract, multiply and divide in simple and complex equations. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and 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 it's 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 decisions based on the 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 stimuli 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 25 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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