



JOB TITLE: TICKET OFFICE COORDINATOR

Classification: Classified
Salary Range: 34

Retirement Type: PERS*
Board Approved: March 21, 2022

BASIC FUNCTION:

Under the direction of an assigned administrator, the Ticket Office Coordinator is responsible for office operations for live and streamed events. Provides information, coordinates office assignments, and offers front-line resolutions to Ticket Office problems. Maintains database systems, accounting activities, and generating a wide range of administrative and financial reports for different user groups.

REPRESENTATIVE DUTIES:

Oversees the day-to-day office operations and upkeep of the Ticket Office. Provides customers, students, vendors, renters, and the general public with information. Resolves problems as appropriate or redirects issues/inquiries to management, as needed. Ensures office opening and closing procedures, secure cash and other resources. Addresses office health and/or safety issues as needed. Submits work orders as needed to maintain optimal office conditions.

Creates events in a computerized ticketing software system. Maintains accurate and up-to-date system data (e.g., patron data, individual ticket sales, packaged ticket sales, ticket inventory.) Ensures all software and hardware ticketing systems are in working order. Serves as the point of contact for technical support internally and with outside vendors.

Prepares, processes, and/or reviews a variety of business documents (e.g., invoices, requisitions, purchase orders, administrative forms) and financial transactions (e.g., reconciliation of ticket sales, cash, daily deposits, account transfers.) Issues refunds and/or check requests for customers. Arranges transport of monies to Fiscal Services.

Tracks a variety of data and generates reports as needed (e.g., student attendance reports, ticket sales history, ticket sales forecasting, donor tracking, donation reports for The Foundation, performance day activities, general audience attendance reports.) Creates and monitors financial reports. Provides information for audits. Researches and resolves accounting discrepancies as needed.

Serves as an internal resource for faculty, staff, students, management, external vendors, and the general public. Coordinates ticket sales for fund-raising efforts in consultation with supervisor. Communicates ticketed event changes, as appropriate. Updates ticketing software or hardware systems to reflect changes, as needed or as assigned.

Trains and oversees temporary workers. Updates and maintains an office manual for workers to reference. Coordinates work schedules and assignments. Ensures coverage for live events. Informs staff and management of any operational and/or personnel changes. Tracks work hours and submits timesheets to ensure timely processing of pay.

Performs other related duties as assigned or requested.

JOB QUALIFICATIONS:

Education and Experience:

Two years of college-level course work in accounting or related field.

Three years of increasingly responsible experience in sales or Ticket Office operations.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Familiarity with ticketing software and patron database management.

Knowledge of accounting and financial record-keeping techniques.

Knowledge of cashiering principles, practices, and techniques.

Experienced in operating ticket printers and other related equipment.

Extensive customer service experience.

Experienced in performing effectively in a fast-paced environment.

Experienced at organizing day-to-day Ticket Office operations and maintaining related records.

Experienced resolving problems involving cash registers, sales entries, refunds, and adjustments.

Abilities/Skills:

Ability to communicate effectively orally and in writing.

Ability to read, interpret, apply, and explain policies and procedures.

Ability to prioritize and schedule work for temporary workers.

Ability to train and provide clear work direction to temporary workers.

Ability to establish and maintain cooperative and effective working relations with others.

Ability to meet schedules and deadlines.

Skilled at preparing financial statements and reports.

Interpersonal skills using tact, patience, and courtesy.

WORKING CONDITIONS:

Extensive computer work.

Subject to constant interruptions.

Long periods of standing and/or sitting.

Movement from one work area to another, as needed.

Lift and carry up to 25lbs.

High volume of phone and face-to-face customer interaction.

Work hours may include nights, weekends, and holidays as needed.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.