



THREE RIVERS CAMPUS

Job Title: Ticket Office Manager
Status: Full-Time Salaried
Department: Administration
Reports to: Business Manager
FLSA Status: Exempt
Approved by:

SUMMARY

This position is a managerial position responsible for the accurate, efficient and service-oriented operation of the ticket selling function of the Three Rivers Convention Center, Toyota Center, and Toyota Arena.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Customer Focus: Is dedicated to meeting and/or exceeding the expectations and requirements of all customers.
2. Manage the overall operation of the ticket office and provides for the ordering, sale, and accounting for all tickets sold for events at the building.
3. Supervises the selection, placement, promotion, training, safety, appraisal, and discipline of all ticket office personnel.
4. Assures the proper accounting of all money and tickets for events serviced by the building.
5. Serves as principal contact with electronic ticket service and assures compliance with all service standards and contract provisions.
6. Works closely with event promoters and building lessees on a daily basis to provide advice, assistance, and ticket sales status information.
7. Maintains daily records of business transactions, including but not limited to, daily sales, accounts receivable, bad checks and charges, long and short show reports, complimentary tickets, and the recording and deposit of daily receipts.
8. Assists with the collection and dissemination of marketing information as related to ticket sales and customer service goals.
9. Prepares ticket office reports or event settlements and assists senior staff in settlement with promoters.
10. Manages group sales program and, as needed, subscription series accounts for building clients.
11. Handles complaints, ticket problems, and customer service issues in a fair, professional, and courteous manner.
12. Maintains and regularly updates calendars, electronic messages and other ticket office information equipment with event information, sales dates, prices, and times.
13. Works 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.
14. Assist administrative staff in answering incoming phone calls.

JOB SPECIFICATIONS:

- Bachelor's degree (BA or BS) from four-year college or university preferred; or two to four years related experience and/or training; or equivalent combination of education and experience
- Advanced writing, reading, arithmetic and analytical skills required
- Demonstrated knowledge of computerized ticketing systems, accounting and finance procedures including record keeping and reconciliation, and knowledge of supervisory principles and practices
- Able to work flexible schedules including evenings, weekends and holidays
- Ability to respond to top level management inquiries
- Strong customer service skills required in order to communicate effectively with all levels of management
- Initiative and analytical ability to research and prepare reports using a variety of software and spreadsheet applications
- Word processing speed: 50 wpm when appropriate
- Excellent organizational, attention to detail, follow through and problem solving skills required

CERTIFICATIONS/LICENSES:

- Must have a valid Washington State Driver's License.

PHYSICAL REQUIREMENTS:

- Must be able to lift up to 25 pounds.
- Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.
- The employee is occasionally required to stand; walk, and stoop, kneel, crouch or crawl.

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.
- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and fumes or airborne particles. The noise level in the work environment is usually moderate.

DISCLAIMER: The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required by personnel so classified.