MANAGER ATHLETIC TICKET OPERATIONS

Definition of Class
This is a supervisory position in which the incumbent is responsible for the management of ticket operations for the Department of Athletics. The incumbent exercises discretion and independent judgment while managing the sales, marketing, ticket allocation, and personnel functions of the Ticket Office. The incumbent reports to the Assistant Athletic Director for Ticket Operations.

Examples of Work Performed
Hires and schedules staff to work campus-hosted ticketed events, as well as post season bowl games, tournament and/or championship series.

Provides customer service and problem solving to ticket customers.

Ensures ticket stock inventory is replenished properly.

Assist in designing season ticket order forms and tickets for all sports.

Assists in maintaining the Website for promotion and management of ticket sales.

Keeps staff apprised of ticket availability and maintains control of unused ticket inventory.

Ensures that walk-up sales window has adequate ticket inventory for sales.

Monitors and approves daily sales reports and expenses submitted to Business Office; ensures accuracy.

Assists the Assistant Athletic Director Ticket Operations in planning the annual budget for the Athletic Ticket Office.

Conducts various personnel actions including, but not limited to, hiring, performance reviews, merit recommendations, transfers, vacation schedules, and promotions.

Cross trains Ticket Office staff in proper telephone sales and donation collection techniques and work with UMAA foundation staff to assist with ticket sales.

Oversees the maintenance of financial records and ticket sale records and assists auditors with end of year audits of Athletic Ticket Office.

Ensures all technical equipment is functioning properly.

Ensures all assigned tasks are in compliance with University, SEC Conference, and NCAA rules.

Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Supervises and coordinates daily operations of the ticket office, functions at campus-hosted ticketed events, as well as post-season events.
2. Manages and assists with the financial affairs and reporting for Athletic Ticket Office.
3. Maximizes the sale of season tickets and individual game tickets.

**Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

- **Physical Exertion:** The incumbent may be required to lift up to approximately 10 pounds.
- **Vision:** Requirements of this job include close vision.
- **Speaking/Hearing:** Ability to give and receive information through speaking and listening.
- **Motor Coordination:** While performing the duties of this job, the incumbent is periodically required to talk and hear. The incumbent is occasionally required to sit; stand; walk; use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms.

**Experience/Educational Requirements:**

- **Education:** Bachelor’s Degree from an accredited college or university in a related field.
  
  AND

- **Experience:** Two (2) years of experience related to the above described duties.

- **Substitution Statement:** Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

**Interview Requirements**

Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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*The University complies with all applicable laws regarding equal opportunity and affirmative action and does not unlawfully discriminate against any employee or applicant for employment based upon race, color, gender, sex, sexual orientation, gender identity or expression, religion, national origin, age, disability, veteran status, or genetic information. The University of Mississippi is an “at will” employer. This job description does not constitute an employment contract or negate “at will” employment.*