Definition of Class
This is clerical and administrative work in which the incumbent performs duties associated with the receipt, processing, and filling of ticket orders. Incumbent also has the responsibility of coordinating and participating in assigned office functions and procedures. Incumbent relieves supervisor of routine administrative and clerical duties and has the authority to exercise discretion and judgment in a wide variety of areas.

Examples of Work Performed
Advises and instructs clerical or office personnel in the organization as to University/office policies, practices, and procedures.

Delegates routine or specialized assignments to clerical or office personnel in accordance to general instructions or determination of immediate priority.

Answers telephone, takes messages, and replies to questions.

Transmits instructions or information to and from staff members, outside organizations, and the public in accordance with general instructions or established policies and procedures.

Schedules meetings, arranges appointments, and makes travel arrangements as requested.

Performs clerical and administrative duties associated with the receipt, processing, and filling of ticket orders.

Coordinates and participates in assigned office functions and procedures.

Performs complex secretarial duties and related work to assist and relieve supervisor of routine administrative and clerical duties with a wide latitude for exercising discretion and judgment.

Prepares letters, reports, and records.

Verifies orders and payments; writes up credit cards and authorizes charges.

Updates customer records in computer.

Sets up and maintains office files and correspondence; prepares regular or special reports on departmental activities, personnel records or budgets.

Maintains up-to-date management manuals, directives, organizational charts, and keeps supervisor informed of changes.
Sells tickets to customers at ticket office; receives payment for tickets; makes cash reports and bills customers for payments.

Audits ticket orders and verifies number of remaining tickets and amount of money received.

Prepares ticket reports for analysis by superiors.

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. Receives, processes, and files ticket orders.
2. Performs clerical duties such as answering telephone calls, preparing letters and reports, and maintaining files.
3. Provides assistance and assigns work to clerical and office personnel.
4. Audits ticket orders and prepares ticket reports.

**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 25 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 frequently required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.

**Experience/Educational Requirements:**

**Education:**
Graduation from a standard four-year high school or equivalent (GED).
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 of Mississippi is an EOE/AA/Minorities/Females/Vet/Disability/Sexual Orientation/Gender Identity/Title VI/Title VII/Title IX/504/ADA/ADEA employer. 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.