Assistant Ticket Manager

**Definition of Class**
This is a supervisory position in which the incumbent assists with the daily operations and the maintenance of ticket sales records in the Department of Athletics. The incumbent assumes the duties of the Ticket Manager in their absence. Duties include ensuring the appropriate allocation, printing, and mailing of tickets to customers in all sports; overseeing the daily activities of support staff; assisting with the maintenance of records of financial operations; and assisting with the preparation of regular and special reports. Reports directly to the Manager Ticket Operations.

**Examples of Work Performed**
Assists in supervising and coordinating work assignments for ticket office personnel and participates in the sale of tickets for athletic events and the maintenance of records for ticket sales.

Assists in the planning of office policies and procedures.

Assists in the preparation of financial and special reports.

Assists in supervising the receipt of all revenues generated by ticket sales and deposits all monies into proper accounts.

Performs clerical and administrative duties associated with the receipt, processing, and maintenance of tickets.

Assists in the balancing of accounts and batches on a daily basis.

Assists with answering general questions regarding tickets sales.

Orders office supplies.

Updates customer accounts.

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. Assists with supervising and coordinating the daily operations of ticket office staff.

2. Prepares financial reports and assists with the maintenance of records.

3. Reconciles and balances accounts.
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:
       High School Diploma or equivalent (GED).

       AND

   Experience:
       One (1) year of experience related to the above described duties.

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.

Rev. 04/01/2015

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.