

TICKET SALES SERIES

<u>Spec Code</u>	<u>Class Title</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Prob. Period</u>	<u>Effective Date</u>
0067	Ticket Sales Assistant	04	352	6 mo.	11/01/05
0068	Ticket Sales Specialist	04	352	6 mo.	11/01/05
0069	Ticket Sales Supervisor	03	352	6 mo.	11/01/05

Promotional Line: 164

Series Narrative

Employees in this series perform a variety of tasks related to the sale of tickets and the allocation of seats for various events. Ticket Sales employees process ticket orders, maintain sales and seating records and mailing lists, and provide information concerning ticket policies and programs. At the upper levels of the series, Ticket Sales employees supervise and train employees and coordinate ticket operations.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Ticket Sales Assistant

0067

Employees at this level process ticket orders for events and enter ticket sales data into record systems.

A Ticket Sales Assistant typically –

1. receives and verifies ticket orders.
2. fills ticket orders, including tearing tickets, preparing mailers, and verifying that background materials are enclosed in mailings.
3. provides general information concerning various ticket programs (such as ticket exchanges, refunds, or lost or stolen tickets).
4. maintains records of cash sales and prepares related reports.
5. maintains mailing lists of ticket customers, groups, and special organizations.
6. enters ticket sales data into appropriate tracking and records system.
7. maintains records of students and staff eligible for complimentary tickets.
8. coordinates or prepares special mailings to the public concerning various ticket programs.
9. assists in allocating seats to ticket holders.
10. assists in organizing ticket lotteries, including assigning customer numbers and distributing lottery results.
11. assists in proofreading ticket stock.
12. may serve as team leader/lead worker.

13. performs other related duties as assigned.

Level II: Ticket Sales Specialist**0068**

Employees at this level process customer inquiries, monitor and prioritize work flow, and coordinate special ticket sales.

A Ticket Sales Specialist typically –

1. responds to customer inquiries and problems concerning ticket sales, unit policies and procedures, including investigating problems and providing alternate solutions.
2. schedules staff and evaluates staffing needs, including establishing priorities and implementing new or revised ticket office procedures.
3. coordinates mailings to groups regarding ticket purchases, ticket allocation, and program information.
4. coordinates and participates in filling ticket orders, tearing tickets, preparing mailers, and verifying that background materials are enclosed in mailings.
5. verifies eligibility of individuals requesting special tickets (such as complimentary tickets, handicap seating, and student lotteries).
6. makes arrangements to sell event tickets in residence halls, including scheduling ticket sellers and preparing sales reports.
7. performs daily and monthly monetary reconciliation; prepares related journal vouchers.
8. allocates seating for season and single game tickets.
9. reviews and proofreads ticket stock for correct information.
10. assists in coordinating ticket sales for special events.
11. assists with internal and external compliance audits.
12. performs duties of previous level in series, as required.
13. performs other related duties as assigned.

Level III: Ticket Sales Supervisor**0069**

Employees at this level are responsible for ticket control and admissions in a large, multi-purpose building. They plan, organize, and manage the work of assigned staff and ensure compliance with rules and regulations concerning ticket sales.

A Ticket Sales Supervisor typically –

1. performs all duties normally required of Ticket Sales staff.
2. hires, assigns and reviews the work of assigned staff (including auxiliary ticket offices or agencies); ensures that ticket office employees follow compliance guidelines.
3. assists in house scaling and in the designing and ordering of tickets; maintains an inventory control of tickets.
4. supervises the sale of tickets, participates in closing out cash registers and depositing receipts and make reports of receipts.
5. reconciles ticket office statements and verifies cash funds.
6. monitors cash boxes and supervises multiple pass gate sites; investigates reported lost or stolen tickets; and ensures that other loss prevention and security procedures are followed.
7. coordinates group and season ticket sales, serving as liaison between customer and promotions section and preparing sales invoices and confirmation statements.
8. supervises ticket mail order operations and maintains direct mail lists.
9. responsible for compliance with internal and external audits.
10. responsible for preparing statistics and related reports.
11. schedules and conducts tours of the building.
12. performs other related duties as assigned.

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**Level I: Ticket Sales Assistant****0067****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

High school graduation or equivalent

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB:

1. basic knowledge of guidelines concerning ticket programs

2. good oral communication skills
3. basic customer relations skills
4. basic computer skills
5. ability to operate standard office equipment
6. ability to maintain records
7. mathematical ability

Level II: Ticket Sales Specialist**0068****CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER**

1. High school graduation or equivalent
2. Two years of ticket office or customer service experience that included cash handling and reconciliation

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB:

1. thorough knowledge of guidelines concerning ticket programs
2. knowledge of business procedures relating to cash handling, reconciliation and deposits
3. good oral and written communication skills
4. ability to plan, organize, and coordinate staff
5. good customer service skills
6. good computer skills
7. ability to operate standard office equipment
8. ability to maintain records and prepare related reports
9. ability to reconcile reports
10. ability to work under pressure
11. supervisory ability

Level III: Ticket Sales Supervisor**0069**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. (A) Three years of ticket office experience or customer service experience that included cash handling and reconciliation and compliance audits

OR

- (B) Bachelor's degree in business, communication or a related field
3. One year of supervisory experience

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB:

1. extensive knowledge of guidelines concerning ticket programs
2. extensive knowledge of business procedures relating to cash handling, reconciliation and deposits
3. excellent oral and written communication skills
4. ability to plan, organize, and coordinate staff
5. excellent customer relations skills
6. excellent computer skills
7. ability to operate standard office equipment
8. ability to maintain records and prepare related reports
9. ability to reconcile reports
10. ability to work under pressure
11. supervisory ability