AUBURN
Human Resources

Asst AD II, Ticket Sales & Operations

Job Description

JOB INFORMATION

Job Code	BA46B
Job Description Title	Asst AD II, Ticket Sales & Operations
Pay Grade	AT09
Range Minimum	$71,320
33rd %	$90,330
Range Midpoint	$99,840
67th %	$109,350
Range Maximum	$128,370
Exemption Status	Exempt
Organizational use restricted to the following divisions	130 Director Intercollegiate Athletics
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	11/9/2011

JOB FAMILY AND FUNCTION

Job Family:	Athletics
Job Function:	Athletics Ticketing

JOB SUMMARY

Directs and has primary responsibility for the operations of the ticket sales office for athletic events.

RESPONSIBILITIES

- Oversees the selection, assignment, and distribution of tickets and ensures procedures and protocol are followed.
- Oversees the collections of funds for ticket sales and ensures that funds are processed appropriately by ensuring sales records are created and maintained, deposits are made, and accounts/cash drawers are reconciled and balanced.
- Maintains and prepares appropriate levels of ticket stock by forecasting requirements, purchasing stock, printing tickets, separating blocks of tickets for distribution based on guidelines for assigning seat-customer category, arranging tickets for opposing team, and accounting for unsold tickets.
- Coordinates with other University offices to gather information and resolve issues about priority listing for ticket distributions.
- Provides information to patrons in order to answer questions or resolve problems in relation to ticketing, seating assignment, priority listing, and other related issues.
- Manages data system related to ticketing and works collaboratively with University Computing Center to maintain the database.
- Complies with all applicable National Collegiate Athletic Association (NCAA) and Southeastern Conference (SEC) regulations in the performance of job duties.
- Tracks, measures, and reports results of all sales/promotional efforts.
- Recommends promotional strategies to enhance ticket sales.
- Assists marketing staff with programs related to marketing and promotions.
- Provides guidance and recommendations to upper level management in functional areas concerning operations issues such as budgeting, coordinating, and planning.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
Bachelor's Degree	Degree in Management, Business Administration, Sports Administration or related field	and	7 years of	Experience in sales and/or sales operations	

Substitutions Allowed for Experience	Yes
Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking				X		
Sitting			X			
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching		X				
Reaching					X	
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Vision Requirements:
Ability to see information in print and/or electronically.