AUBURN
Human Resources

Asst Dir II, Ticket Operations

Job Description

JOB INFORMATION

Job Code	BB21B
Job Description Title	Asst Dir II, Ticket Operations
Pay Grade	AT04
Range Minimum	$41,520
33rd %	$48,440
Range Midpoint	$51,900
67th %	$55,350
Range Maximum	$62,270
Exemption Status	Exempt
Organizational use restricted to the following divisions	130 Director Intercollegiate Athletics
Approved Date:	3/13/2024 3:24:30 PM

JOB FAMILY AND FUNCTION

Job Family:	Athletics
Job Function:	Athletics Ticketing

JOB SUMMARY

Aids in managing and leading the athletic department's ticketing operations (Football, Men's & Women's Basketball, Gymnastics, Baseball and Softball). Responsibilities include customer service, game-day operations, sport-specific ticketing operations, back-office ticketing software and technology management, and conflict resolution. This individual aids in the selection and training of all student interns. All operations must be completed in compliance with the Tigers Unlimited priority system, University Auditing, State, National Collegiate Athletic Association (NCAA), and Southeastern Conference (SEC) policies and procedures.

RESPONSIBILITIES

- Aids in the day-to-day operation of the ticket office including daily customer service work, overall supervision of ticket office personnel, and gameday operations for all sports.
- Responsible for assisting patrons on the phone, in person, as well as through email communications, including the general ticket office email account.
- Serves as first line of supervision beyond part-time staff and student employees.
- Manages all facets of ticket operations for select sport(s) including ticket allocation, seat changes, set-up, and ticket printing & delivery. Manages post-season ticket operations for select sport(s) and events.
- Aids in the resolution of customer complaints or problems for donors, athletic coaches and staff, Auburn faculty and staff, alumni, public ticket purchasers, and other assorted groups.
- Works in conjunction with Tigers Unlimited, Ticket Sales, Marketing, and Communications on ticket sales plans, strategy, and timelines.
- Responsible for the maintenance and distribution of ticket scanners at football and select events, including scanner set up and distribution.
- Responsible for upkeep and maintenance of all ticket-related equipment; ticket printers, office printers, copy machines, postage machines, etc.
- Aids in all reporting, requests, and Equerry reports regarding select sports.
- Aids in the screening, hiring, and training of ticket office student interns.
- Travels to select events to administer and distribute player, coach, and administrator tickets and will call.
- Responsible for compliance with all state, University, National Collegiate Athletic Association (NCAA), and Southeastern Conference (SEC) rules regarding ticket sales and distribution.

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	May supervise employees but supervision is not the main focus of the job.

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	No specific discipline.	and	4 years of	Experience in ticketing operations or customer service. Experience in intercollegiate or professional sports ticket sales or operations is desired.	Or
Master's Degree	No specific discipline.	and	2 years of	Experience in ticketing operations or customer service. Experience in intercollegiate or professional sports ticket sales or operations is desired.	

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.

Travel Requirements:

In-State; Domestic