AUBURN
Human Resources

Asst Dir, Concerts & Special Events Ticketing

Job Description

JOB INFORMATION

Job Code	BB77
Job Description Title	Asst Dir, Concerts & Special Events Ticketing
Pay Grade	AT03
Range Minimum	$37,740
33rd %	$44,030
Range Midpoint	$47,180
67th %	$50,320
Range Maximum	$56,610
Exemption Status	Exempt
Organizational use restricted to the following divisions	130 Director Intercollegiate Athletics
Approved Date:	7/30/2026 3:30:07 PM

JOB FAMILY AND FUNCTION

Job Family:	Athletics
Job Function:	Athletics Ticketing

JOB SUMMARY

The Assistant Director of Concerts & Special Events Ticketing provides comprehensive ticketing and event services for concerts and non-athletic events hosted within Auburn Athletics facilities. This position serves as the primary ticketing contact for assigned promoters and clients and manages event ticketing operations from initial setup through event settlement. The Assistant Director supports revenue generation efforts while ensuring exceptional customer service, operational efficiency, and compliance with University, SEC, NCAA, and state regulations.

RESPONSIBILITIES

- Serves as the primary ticketing contact for promoters and clients hosting concerts and special events within Auburn Athletics facilities.
- Assists and manages event setup and maintenance within the ticketing system, including inventory, pricing structures, offers, promotions, and ticket programs.
- Provides venue-specific ticketing information including seating configurations, ticketing requirements, and revenue projections.
- Serves as Ticketing Manager on Duty for assigned concerts and special events, overseeing day-of-show ticketing and box office operations.
- Assists with customer service escalations, ticketing issues, and operational troubleshooting before, during, and after events.
- Assists with event settlements, financial reconciliations, promoter reporting, and post-event analysis.
- Supports ticket sales and revenue-generating initiatives through pricing strategies, promotions, and sales campaigns.
- Collaborates with Auburn Athletics external units, including Marketing, Special Events, Event Operations, Sales & Retention, and Tigers Unlimited, to ensure successful event execution.
- Assists in training and scheduling temporary box office staff, student employees, and event workers.
- Assists with football ticket operations, Neville Arena Box Office operations on football gamedays, and other athletic ticketing responsibilities as assigned while ensuring compliance with all University, SEC, NCAA, and state regulations.

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	No supervisory responsibilities.

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	with no specific discipline.	and	2 years of	experience in ticketing operations, event or entertainment operations, venue operations, customer service, sales operations, athletics administration, or a related field.	
Master's Degree	with no specific discipline is preferred.	and			

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of ticketing, event operations, customer service, or venue management principles and practices.	
Ability to coordinate multiple projects and event-related activities in a fast-paced environment while maintaining attention to detail.	
Ability to effectively communicate and collaborate with clients, promoters, customers, and internal stakeholders.	
Skill in identifying, troubleshooting, and resolving operational and customer service issues in a timely manner.	
Ability to train, supervise, and provide guidance to temporary staff, student employees, and event personnel.	

MINIMUM LICENSES & CERTIFICATIONS

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

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Office and Administrative Support

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	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme temperatures		X			
Hazards		X			
Wet and/or humid		X			
Noise			X		
Chemical		X			
Dusts		X			
Poor ventilation		X			