
Auburn University Job Description

Job Title: **Dir, Ticket Operations**

Job Family: No Family

Job Code: **BA05**

Grade AT07 \$50,300 - \$85,500

FLSA status: Exempt

Job Summary

The Director of Ticket Operations assists and serves as an extension of the Assistant Athletics Director for Ticket Operations and Sales in the management and leadership of the athletics department's ticketing operations. The director functions in a number of leadership roles; including fiscal management, customer service, game-day operations, sport specific ticketing operations, management for back office ticketing software and technology and conflict resolution. Supervises graduate assistant, student & temporary employees (TES) positions. All operations must be completed in compliance with the Tigers Unlimited priority system, University Auditing, State, NCAA and SEC policies and procedures.

Essential Functions

1. Manages all facets of ticket operations for assigned sports, including reconciliation, back office ticketing set-up, selling and allocating season and single game tickets, collaboration with coaches and other internal departments, ticket printing and shipping, gameday and supervision of box offices, events and personnel. May require travel with teams for away and post-season
2. Directs and oversees the day-to-day operation of the ticket office and customer interactions (phone, email, social media, and in-person). This includes daily customer service work, overall supervision of ticket office personnel, and gameday operations for all sports.
3. Manages all facets of Auburn student ticketing system and policies. Including working directly with Student Government, Student Affairs and the Office of Information Technology (OIT).
4. Works all home football games and is directly responsible for all facets of student football and men's basketball ticketing. Oversees assigned areas of gameday responsibilities for select events for men's basketball, baseball and softball in addition to sport ticketing oversight of women's basketball and gymnastics. Gameday responsibilities include selling tickets, conflict & ticket resolution, customer service, will call/player guest/recruit ticket distribution, and general set-up & tear down of ticket office equipment and box offices.
5. Supervises graduate assistants, TES, Interns and student employees. Serves as Ticket Office manager scheduling and training all staff for both office hours and gamedays.
6. Assists in screening, hiring, and training ticket office staff consisting of exempt, non-exempt, TES, and student workers.
7. Work in conjunction with Tigers Unlimited, Ticket Sales, Marketing and Communications on ticket sales plans, strategy, timelines and all other aspects related to ticket sales.
8. Performs other duties as assigned by supervisor.
9. Responsible for compliance to all state, University, NCAA and SEC rules in regards to ticket sales and distribution.

Supervisory Responsibility

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

The above essential functions are representative of major duties of positions in this job classification. Specific duties and

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The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



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Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	Four-year college degree	Degree in Public Relations, Business, Marketing, Communications, Journalism, Sports Administration, Sports Management, or related field
Experience (yrs.)	5	Experience in business operations, sales or sales operations in a Intercollegiate Ticket Operations environment.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions 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 Required Knowledge

Knowledge of National Collegiate Athletic Association (NCAA) and Southeastern Conference (SEC) rules and regulations; ticketing principles, personnel management and budget planning.

Certification or Licensure Requirements

None Required.

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, handling objects with hands, .

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, and lifting up to 25 pounds.

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

Date: 9/7/2022
