# Asst Dir II, Ticket Operations

## Job Description

### JOB INFORMATION

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Code</td>
<td>BB21B</td>
</tr>
<tr>
<td>Job Title</td>
<td>Asst Dir II, Ticket Operations</td>
</tr>
<tr>
<td>Pay Grade</td>
<td>AT04</td>
</tr>
<tr>
<td>Range Minimum</td>
<td>$37,300</td>
</tr>
<tr>
<td>33rd %</td>
<td>$43,533</td>
</tr>
<tr>
<td>Range Midpoint</td>
<td>$46,600</td>
</tr>
<tr>
<td>67th %</td>
<td>$49,767</td>
</tr>
<tr>
<td>Range Maximum</td>
<td>$56,000</td>
</tr>
<tr>
<td>Exemption Status</td>
<td>Exempt</td>
</tr>
<tr>
<td>Date Last Edited</td>
<td>3/13/2024 3:28:24 PM</td>
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### JOB FAMILY AND FUNCTION

<table>
<thead>
<tr>
<th>Item</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Job Family</td>
<td>Athletics</td>
</tr>
<tr>
<td>Job Function</td>
<td>Ticketing</td>
</tr>
<tr>
<td>EEO Position Group</td>
<td>63D - Prof w/Other Spec GM&lt;64625</td>
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### 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.
SUPERVISORY RESPONSIBILITIES
Supervisory Responsibility: May supervise employees but supervision is not the main focus of the job.

MINIMUM QUALIFICATIONS
To perform this job successfully, an individual must be able to perform the minimum requirements listed below, which are representative of the skill, and/or ability required.

MINIMUM EDUCATION & EXPERIENCE

<table>
<thead>
<tr>
<th>Education Level</th>
<th>Focus of Education</th>
<th>Years of Experience</th>
<th>Focus of Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor’s Degree</td>
<td>No specific discipline.</td>
<td>And 4 years of</td>
<td>Experience in ticketing operations or customer service. Experience in intercollegiate or professional sports ticket sales or operations is desired.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Or</td>
</tr>
<tr>
<td>Master’s Degree</td>
<td>No specific discipline.</td>
<td>And 2 years of</td>
<td>Experience in ticketing operations or customer service. Experience in intercollegiate or professional sports ticket sales or operations is desired.</td>
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</tbody>
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MINIMUM KNOWLEDGE, SKILLS, & ABILITIES
Knows and applies advanced concepts, practices, and procedures of particular field of specialization, with awareness of related fields.

MINIMUM LICENSES & CERTIFICATIONS

<table>
<thead>
<tr>
<th>Licenses/Certifications</th>
<th>Licenses/Certification Details</th>
<th>Time Frame</th>
<th>Required/Desired</th>
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</thead>
<tbody>
<tr>
<td>None Required.</td>
<td></td>
<td></td>
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PHYSICAL DEMANDS & WORKING CONDITIONS

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

Travel Requirements:
In-State; Domestic