



OUR VISION:

To be the acknowledged leader in public assembly venue management in the region

OUR MISSION:

To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues

OUR VALUES:

Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community

Job Title	Ticket Services Manager	Bargaining Unit	Non-represented
Functional Job Family	Guest Services	Classification #	8480
FLSA	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	Salary Grade #	323
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

Classification Description:

Supervise and coordinate the activities of part-time ticket services supervisors and staff involved in providing ticket services. Liaise with promoters and the general public.

Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Manages, supervises and coordinates the activities of part-time ticket services supervisors and staff involved in providing ticket services, scheduling, and preparing cash banks; provides staff with cash and event information, including special promotions.
2. Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for providing ticket services through group sales and promotional programs.
3. Liaise and coordinate the activities of the ticket services department with promoters, presenters and other departments; provides advice and recommendations regarding ticket sales, presale arrangements, and policies and procedures.
4. Coordinates and supervises operations between contracted ticket agencies and computerized ticketing systems.
5. Maintains and reconciles ticket office cash inventory, including balances safe, reconciles event cash receipts and payables, distributes cash advances to event promoters and responds to ATM technical problems and issues.



6. Tracks, monitors, reconciles and reports all sales and deposits to ensure final settlement of contracted ticket sales; researches and resolves balance variances; prepares accounting reports for tickets sales.
7. Ensures compliance with applicable policies, procedures, codes, rules, regulations and laws.

Secondary Functions:

1. Assists with processing daily cash receipts and event settlements
2. Troubleshoots problems with computerized ticketing system
3. Maintains inventory of non-ticket sales items; monitors and maintains office supplies in the ticket center.
4. Other duties which may be necessary or desirable to support the agency's success.

Supervisory Responsibilities:

This position achieves success through subordinate supervisors, by ensuring they have the necessary leadership and tools to achieve success. The incumbent is responsible to carry out the full spectrum of management responsibilities in accordance with the agency's policies and applicable laws, and ensure subordinate supervisors also carry out supervisory duties appropriately. Responsibilities include hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education and/or Experience; Certificates, Licenses, and Registrations:

- Associate's Degree with course work in marketing or business, and
- A minimum of four (4) years of experience in the operation of a box office or other cash-handling center, and
- A minimum of two (2) years of supervisory or lead experience, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

Knowledge, Skills and Abilities:

- Operations, services and activities of a ticket box office
- Basic accounting principles and cash-handling best practices
- Basic arithmetic and ability to make and verify cash calculations rapidly
- Organizational skills with the ability to effectively coordinate the work of others
- Manage staff and resources effectively and efficiently
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Work effectively with the general public



- Focus and maintain a calm demeanor in a high-paced environment
- Interact effectively with diverse groups of promoters, clients, and the public and remain calm, professional, and polite even while dealing in difficult situations with others
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Work various shifts including evenings, weekends and holidays

Physical Demands / Work Environment:

- Continuously required to read a computer screen; perform repetitive motions of hands and wrists; hear and/or respond to verbal/audio cues; see and/or respond to visual cues.
- Frequently required to sit for extended periods of time.
- Rarely required to stand and/or walk for extended periods of time; stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms; lift, push, pull and/or carry objects up to 25 pounds; exposed to outdoor weather conditions.

“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”

APPROVED:

_____	_____
MERC General Manager	Date
_____	_____
MERC Human Resources Manager	Date