



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	Ticketing and Parking Services Manager	Bargaining Unit	Non-represented
Functional Job Family	Guest Services	Classification #	8234
FLSA	<input checked="" type="checkbox"/> Exempt – Executive/Supervisory <input type="checkbox"/> Non-Exempt	Salary Grade #	324
Position Status	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	Revision Date	May 2007

Classification Description:

Manage, supervise and coordinate ticketing and parking services for assigned facility. Ensure compliance with applicable policies, procedures, codes, rules, regulations and laws. Serve as management team member.

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 staff involved in ticketing services; oversees handling of cash and credit card transactions; establishes, revises and oversees revenue audit programs.
2. Collaborates and coordinates ticketing services with clients, including presale arrangements, house scaling, discounts, policies, procedures and settlement process.
3. Manages and administers parking services contract; oversees revenue generation and establishes, revises and oversees revenue audit programs; inspects parking facilities to evaluate effectiveness, maintenance, security and general appearance standards; researches and coordinates repairs, maintenance and upgrades.
4. Coordinates and manages parking services with staff, clients, promoters and outside agencies.
5. Develops and implements goals and objectives, policies and priorities of assigned programs and functions.
6. Implements work plans; monitors and evaluates processes, methods and procedures; documents and prepares reports.



7. Develops, implements and manages department budget; forecasts expenditures for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments as necessary.
8. Maintains and repairs equipment used for revenue control parking, as assigned.
9. Establishes, revises and oversees revenue audit program; ensures compliance with all applicable policies, laws, rules and regulations.
10. Compiles and generates reports and maintains all operating records.
11. Manages and oversees the volunteer program, as assigned.
12. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to OSHA.

Secondary Functions:

1. Backfills for subordinate staff at events.
2. May coordinate banner sales program or oversee facility ATM's.
3. May serve as facility's liaison with lease tenants.
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:

- Bachelor's Degree in business administration, marketing, accounting or related field, and
- A minimum of four (4) years of experience managing cash handling services, 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 ticketing and parking services
- Pertinent Federal, State and local laws, codes and regulations
- Basic accounting principles and best practices of cash handling
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs



- Work with people, including the ability to defuse any disruptive disputes, behavior or situations
- Strong organizational skills with the ability to effectively coordinate the work of others
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Analyze information and use logic to resolve issues and problems
- Manage staff and resources in an effective and efficient manner
- Respond effectively, make appropriate decisions and lead others in emergency situations
- Work effectively with the general public
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Effectively communicate, both verbally and in writing
- 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; reach with hands and arms; hear and/or respond to verbal/audio cues; see and/or respond to visual cues.
- Frequently required to sit for extended periods of time; stand and/or walk for extended periods of time; work near or around moving mechanical parts.
- Occasionally required to stoop, kneel, crouch or crawl; twist and/or bend; lift, push, pull and/or carry objects up to 10 pounds; exposed to outdoor weather conditions; work near or around moving mechanical parts; work near or around electricity; exposed to outdoor weather conditions; exposed to vibration.

“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