

TITLE: Ticket Office Coordinator
DEPARTMENT: Alerus Center
REPORTS TO: Assistant Executive Director – Ticket Manager
EMPLOYMENT STATUS: Exempt (salaried)
APPROVED DATE: February 2014

SUMMARY

This position is a supervisory position responsible for the accurate, efficient and service-oriented operation of the ticket selling and admission control functions of Alerus Center.

The person in the position of Ticket Office Coordinator must possess and demonstrate the following values:

- **Customer Focus:** Is dedicated to meeting and/or exceeding the expectations and requirements of internal and external customers.
- **Integrity and Trust:** Is dedicated to consistently sharing information; fostering open and clear discussions; establishing and communicating expectations, standards and rules and takes responsibility for our work and actions.
- **Respect and Communication:** Consistently exhibits courteous, respectful, non-defensive and appropriate communication; presents information in a concise and understandable format; understands and values the roles and responsibilities of co-workers; works collaboratively with others to achieve objectives; adheres to organizational policies and procedures.
- **Teamwork and Appreciation:** Is flexible and supports the diverse personal and professional needs of fellow co-workers; celebrates personal and organization achievements; welcomes differences of opinion and accepts decisions reached; works cooperatively with others in accomplishment of joint tasks; and contributes to a positive work environment through fostering collaboration and providing tangible contributions.

ESSENTIAL DUTIES AND REPSONSIBILITIES

Essential duties may include, but are not limited to, the following:

1. Coordinates the overall operation of the ticket office including the set-up, sale, and accounting for all ticketed events at the building with contracted ticketing provider.
2. Assures the proper accounting of all money and tickets for events serviced by the building including daily cash deposits, credit card sales, and invoicing for accounts.
3. Serves as liaison with contracted ticketing provider and assures compliance with all service standards and contract provisions.
4. Serves as liaison with UND Athletics' designated ticketing manager on set-up, sales, accounting, and inventory management of UND Football Season Tickets and individual sales.
5. Works closely with event promoters on a daily basis to provide customized service, advice, assistance, and ticket sales status information.
6. Conducts the hiring, training, appraisal, and discipline of all ticket office personnel.

7. Maintains daily records of business transactions, including but not limited to, daily sales, accounts receivable, show reports, complimentary tickets, and the recording and deposit of daily receipts.
8. Assists with the collection and dissemination of marketing information as related to ticket sales.
9. Prepares night of event ticket office reports and accounting, and assists senior staff in event settlement with promoters.
10. Administers group sales program and, as needed, subscription series accounts for building clients.
11. Handles complaints, ticket problems, and customer service issues in a fair, professional, and courteous manner.
12. Maintains hardware and software necessary for computerized ticket operations including workstations, ticket printers, and ticket entry scanners.
13. Actively participates in other facility departments as directed including Event Management, Marketing, and Accounting.

SUPERVISORY RESPONSIBILITIES

Receives general direction from the Assistant Director. Exercises direct supervision over all Ticket Office personnel, including part time ticket sellers and clerks.

QUALIFICATIONS (Knowledge, Skills and Abilities)

To perform this job successfully, an individual must be able to perform each Essential Duty and Responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge: knowledge of computerized ticketing systems; accounting and finance procedures; knowledge of supervisory principles and practices.

Skills: Experience with Microsoft Office software (Outlook, Word, Excel, etc.) is essential. Network and computer maintenance skills are desired as well as willingness to assist other personnel with computer related problems and internal troubleshooting.

Abilities: Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages; ability to apply concepts of basic math on an Excel spreadsheet, calculator, ten key adding machine, or cash register. Ability to interpret and carry out a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to deal and resolve problems involving several concrete variables in standardized situations. Ability to supervise, organize, and review the work of lower level staff; Select, supervise, train and evaluate staff; ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: One to two years of previous computerized ticketing systems experience; accounting and finance procedures and supervisory experience.

Training: Minimum Associates Degree, (Bachelor's Degree preferred) from an accredited college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

License or Certificate: Employee must possess current, valid driver's license and a current working telephone with a number that can be accessed by building management personnel for business contact purposes.

WORKING CONDITIONS

Physical Demands: *The physical demands described here are representative of those must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

Work Environment: *The work environment characteristics described here are representative of those an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually moderate; however, during some events, can become quite loud.

Must be able to work flexible schedule including, evenings, weekends and holidays.

Closing Date: Open until filled

Mailing Address:

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