

JOB DESCRIPTION

Ticket Office Manager



Facility Name:	VENUWORKS OF CEDAR RAPIDS, L.L.C.
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JOB INFORMATION

Job Title:	Ticket Office Manager	Department:	Ticket Office
Reports To:	Director of Marketing	FLSA Status:	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>
Prepared By:	Michael Silva	Date Prepared:	February 5, 2024
Approved By:	Angela Bohlen	Approved Date:	February 6, 2024

SUMMARY

This managerial position oversees the overall daily operation of the Ticket Office and event ticketing activities for the Alliant Energy PowerHouse, McGrath Amphitheatre and for special events at ImOn Ice Arena.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Manage the overall operation of the Ticket Office by providing for the sale and accounting of all tickets and serving as the principal venue contact with Ticketmaster. Assure compliance with all service standards, contract provisions and obligations.
2. Prepare all ticket builds and event set-ups within the Ticketmaster system for new events accurately and timely and with attention to detail. Proof-read and send audits for approval with event promoters and organizers prior to events going on-sale. Communicate any changes in scaling or gross potential to vested departments.
3. Prepare, staff and supervise the ticket office(s) for daily window ticket sales. Supervise the ticket office personnel including scheduling, training, safety, appraisal and or discipline, and complete payroll entries.
4. Assure the proper accounting of all money and tickets for events, including but not limited to: daily balancing of ticket sellers, daily sales reports, daily accounting reconciliations, ticket office accounts receivables, staff overage/shortage logs, and deposits.
5. Handle complaints, solve ticket problems and provide customer service to patrons in a fair, professional and courteous manner.

OTHER RESPONSIBILITIES include but are not limited to the following.

1. Coordinate event information between the promoter, facility personnel and the client's ticketing representative in a timely manner. Manage the communication of ticket sales, announcement and on-sale schedules, as well as price scaling to venue staff.
2. Coordinate with the Marketing Department to determine optimal announcement and on-sale dates within standard industry practices.
3. Prepare ticket office reports for and assist in event settlements with promoters. Archive event ticket reports, sales and demographic information to establish post-event files.
4. Maintain close communication and collaboration with the venue primary tenants to coordinate the programming, processing and distribution of season tickets, group tickets and individual game sales. Monitor and become aware of all special ticket offerings the tenant may institute.
5. Process comp ticket requests oversee sponsor & client ticket bank usage and distribute box seat tickets.
6. Maintain the security of the cash vault and an accurate inventory of all ticket stock.

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7. Assist with the collection and recording of event trend information, including gross comparison statistics.
8. Submit and coordinate the scheduling of Ticketmaster Ticket Alerts and CENs.
9. Maintain and regularly update calendars, electronic messaging, marketing pieces and other ticket office materials and equipment with pertinent event information, sales dates, prices, and times.
10. Actively participate in executive team and weekly operations meetings. Develop and maintain a harmonious working relationship with all other departments.
11. Supervise group sales efforts in a manner that will maximize revenue.
12. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervise all ticket office staff including ticket sellers and ticket office leads. Carries out supervisory responsibilities in accordance with VenuWorks policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each of the essential duties satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. A demonstrated ability to follow directions and complete assigned tasks with a minimum amount of instruction and supervision is essential. Ability to organize work flow and meet established deadlines.

Work hours and schedule are generally Monday – Friday 9:00am to 5:30pm but will vary according to event schedules and the needs of the department, and may include holidays, evenings and weekends. Attendance at large events in order to guarantee efficient and quality operations will be required.

This position requires skill in meeting and/or exceeding the expectations, being articulate with well-developed communication skills and personal poise. This position requires excellent teamwork skills, working cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

EDUCATION and/or EXPERIENCE

1. Bachelor's Degree from a four-year college or university in accounting, business administration, public assembly management or marketing; or minimum two years' related experience and/or training in any aforementioned field.
2. Proficiency with MS Office programs including Excel, Word and PowerPoint required
3. A minimum of (2) years' experience with electronic ticketing platforms with preference given towards proficiency in operating Ticketmaster.
4. Proficiency in ticket accounting and finance procedures, including record keeping and reconciliation.
5. A minimum of (1) year of direct supervisory experience.
6. Other combinations of experience and education that meet these requirements may be substituted.

CERTIFICATES, LICENSES, REGISTRATIONS

Applicant must possess current, valid driver's license and a current working telephone with a number that can be accessed by management for business contact purposes.

LANGUAGE SKILLS

Ability to read, analyze and interpret instructions, general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to engage in public speaking.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in simple and complex equations. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

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COGNITIVE SKILLS/REASONING ABILITY

1. Ability to recognize casual relationships, disseminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures, grasp and interpret the meaning of the material and use learned material in new and concrete situations.
4. Ability to break down material into its component parts so that its organizational structure can be understood.
5. Ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards.
6. Ability to put parts together to form a new whole or proposed set of operations.
7. Ability to relate ideas and formulate hypotheses.
8. Ability to appraise judgments involved in the selection of a course of action.
9. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.
10. Ability to solve complex problems with sensitivity and diplomacy, while displaying decisive executive leadership.
11. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
6. The employee must be able to travel distances on foot quickly to attend to a variety of needs while on site at the venues.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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