### Title: Ticket Manager

#### Pay Scale Group: 16

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**Essential Function**

Under general supervision from a designated administrator, coordinate and supervise the ticket operations for all athletic events at the University.

**Characteristic Duties**

- Supervise ticket office staff and activities (planning, ordering and selling of tickets to all athletic events).
- Coordinate all activities related to the ticket-selling operations of athletic events.
- Coordinate ticket activities with representatives from other universities and coordinate special promotions with marketing department.
- Implement and maintain computerized ticketing system.
- Develop, recommend and implement policies and procedures as they relate to ticket and game operations.
- Provide direct supervision to exempt and non-exempt staff (i.e., hiring/firing, performance evaluations, disciplinary action, approve time off, etc.).
- Perform related duties based on departmental need.

**Minimum Qualifications**

- Bachelor's degree with three (3) years experience; -OR- Associate's degree with five (5) years experience; -OR- seven (7) years experience. Experience must be in ticketing operations and must include at least one (1) year supervision.

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_Last updated: 1-10-07_