

## MERC/Metro Classification Description

**Title:** Ticket Services Coordinator

**Job Code:** 8052

**Pay Range:** 215

**FLSA Status:** Non-exempt

**Bargaining Unit:** Non-Represented

**Established:**

**Revised:** March 8, 2013

**EEO Category:** Admin. Support

### **DESCRIPTION**

Coordinate event management with the presenters and the ticket agency. Provide customer service to clients, contractors and other visitors. Lead and coordinate activities of part-time ticketing staff, assist ticket services manager and assistant manager with administrative duties and provide back-up with daily box office receipts reconciliation.

### **DUTIES AND RESPONSIBILITIES**

*Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*

1. Engages in constant communication with various event promoters, the box office, staff and the clientele to ensure events run smoothly and all parties are happy; resolves issues or complaints and communicates potentially ongoing issues to management. Identifies recurring problems in meeting general customer expectations, differentiates between problem and symptom, and suggests solutions to management. Assists with promoter requests and ticket orders as needed. Monitors the events/sales levels, holds and discount offers. Coordinates complimentary and special ticketing requests.
2. Uses the computerized ticketing system to create ticket order reservations, accept credit card payments, and ensure accurate patron account information is confirmed at the counter or over the phone. Processes ticket orders and donations. Cross sells, up-sells and utilizes ticket office best practices. Leads, monitors and assists ticket sellers with window sales and balancing at the end of shift.
3. Maintains the Ticket Services automated phone tree, including updating menu options and preparing/recording messages. Proofs event and ticket listings on the website; assists with set-up and maintenance of all off-site ticketing endeavors. Regularly communicates ticketing information to volunteer staff.
4. Coordinates the daily ticket batch procedures. Prepares special reports as requested.
5. Provides customer service to clients, exhibitors, contractors and other visitors. Researches and resolves client account questions and assists exhibitors with service orders.
6. Oversees evening and weekend events. Completes accurate event box office settlements as needed. Serves as back-up to ticket services supervisors as needed.
7. Coordinates and provides input on interviews and hiring of part-time staff. Participates in training new staff and provides input to management regarding performance as necessary.
8. Assists with administrative duties and projects, such as orders and maintains office supplies, arranges for equipment maintenance, composes detailed letters, performs research, produces reports and develops and standardizes procedures.

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9. Assists with accounting functions by processing accounts payable and accounts receivable. Prepares and reconciles invoices, contracts, settlements and other documentation; assists with balancing box office receipts and submitting reports to accounting as needed.
10. Creates event information documents. Imports information into the Event Business Management System (EBMS) folder and notifies departments when information is complete.
11. Coordinates group sales activities as directed.
12. Attends and participates in staff and committee meetings.
13. Fulfill Metro's core values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability. These duties include but are not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement – research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits
  - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
14. Perform assigned duties during an emergency situation.
15. Perform other duties as assigned.

**JOB SPECIFICATIONS**

(These are any combination of education and experience that has provided knowledge, skills and abilities to perform the duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

**Education and Work Experience**

A minimum of three (3) years experience in a ticketing or similar position and a High School Diploma or GED; or any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

**Knowledge, Skills and Abilities**

- Ticketing processes and procedures

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- Administrative and clerical procedures and systems such as word processing, file management and record keeping
- Basic math, record keeping, basic report preparation
- Windows based programs, such as Word and Excel
- Communicate in writing using proper spelling, grammar and composition
- Prioritize and multi-task; be organized and flexible to change course of work/projects as circumstances dictate
- Discreetly and effectively handle information of a confidential or sensitive nature
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Operate general office equipment such as a computer, copier, fax machine, calculator and scanner
- Operate multi-line phone system
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Communicate clearly and concisely, both orally and in writing
- Work various hours, including evening, weekends, and holidays
- Apply Federal, State, local laws, regulations, and agency policies and procedures for respective field
- Fulfill Metro's employee values of Public Service, Excellence, Teamwork, Respect, Innovation, and Sustainability
- Work in a safe manner and follow Metro safety policies, practices, and procedures
- Perform all essential duties of the position with or without reasonable accommodation

**Special Requirements**

- Successfully pass the background check and screening requirements of the organization for this particular position

**Tools and Equipment Used**

- All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word-processing and spreadsheets

**Supervision and Lead Work**

- Supervision is received from the Ticket Services Manager
- As directed by managers, this position has lead work responsibility for part-time and volunteer staff, such as assigning, reviewing work, training and leading projects; may assist with orientation of new members of the work group

**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 qualified individuals with disabilities to perform the essential functions.*

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- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment
- The job often requires a flexible schedule, reporting for work on evenings, weekends, and holidays
- Continuously required to read computer screen; hear and/or respond to verbal/audio cues; perform repetitive motions of hands and wrist
- Frequently required to reach with hands and arms
- Occasionally required to stoop, bend and kneel; stand and/or walk for extended periods of time; lift, push, pull and/or carry objects up to 20 pounds

*The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*