



**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*

<b>Job Title</b>	Ticket Services Event Supervisor	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Guest Services	<b>Classification #</b>	8140
<b>FLSA</b>	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	214
<b>Position Status</b>	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	<b>Revision Date</b>	May 2007

**Classification Description:**

Supervise and coordinate the activities of staff involved in ticket sales. Oversee ticket sales and process ticket orders.

**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. Supervises and coordinates the activities of staff involved in selling tickets during events; provides staff with cash and event information, including special promotions.
2. Prepares and reconciles ticket requests and disbursements; prepares accounting reports for ticket sales, disbursements and applicable ticket office charges for event settlements.
3. Prepares box office for event selling; alarms and disarms box office security system; prepares cash banks; activates ticket sales; releases promoter and box office holds.
4. Maintains and reconciles ticket office cash inventory, including balances safe, reconciles event cash receipts and payables, distributes cash advances to event promoters and responds to ATM technical problems and issues.
5. Provides customer service; assists with ticket sales, provides will-call, monitors box office lines.

**Secondary Functions:**

1. Prepares and completes event settlements; prepares and produces various reports.
2. Other duties which may be necessary or desirable to support the agency's success.



### **Supervisory Responsibilities:**

When managing events, this position has full authority to direct the workforce, make on-the-spot management decisions, and initiate the disciplinary process, including sending staff home pending investigation and potential discipline. This position also provides lead direction, guidance and coaching to members of the work group. Responsibilities include scheduling members of the work group, orienting and training others in applicable policies, procedures and techniques, and providing assistance to management in achieving work group success.

### **Education and/or Experience; Certificates, Licenses, and Registrations:**

- Associate's Degree with course work in marketing or business, and
- A minimum of three (3) years of experience in the operation of a box office or ticketing center, 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 ticket box office
- Basic accounting principles and cash-handling best practices
- Basic arithmetic and ability to make and verify cash calculations rapidly
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Work effectively with the general public
- Focus and maintain a calm demeanor in a high-paced environment
- Interact effectively with diverse groups of promoters, clients, and the public and remain calm, professional, and polite even while dealing with rudeness from others
- Work various shifts including evenings, weekends and holidays

### **Physical Demands / Work Environment:**

- Continuously required to read a computer screen; stand and/or walk for extended periods of time; perform repetitive motions of hands and wrists; hear and/or respond to verbal/audio cues; see and/or respond to visual cues.
- Frequently required to reach with hands and arms; occasionally exposed to outdoor weather conditions.
- Rarely required to sit for extended periods of time; stoop, kneel, crouch or crawl; twist and/or bend; lift, push, pull and/or carry objects up to 25 pounds.



*“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