

Classification description



Title: Ticket Services Manager

Employee Group: Non-represented

Classification Title: Service Supervisor II

Job Code: 1310

Established:

Pay Range: 535

Revised: May, 2007; Jan. 13, 2020

FLSA Status: Exempt – Executive/Supervisory

EEO Category: Officials and Administrators

DESCRIPTION

Supervise and coordinate the activities of part-time ticket services supervisors and staff involved in providing ticket services. Liaise with promoters and the general public.

DUTIES AND RESPONSIBILITIES

1. Manages, supervises and coordinates the activities of part-time ticket services supervisors and staff involved in providing ticket services, scheduling, and preparing cash banks; provides staff with cash and event information, including special promotions.
2. Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for providing ticket services through group sales and promotional programs.
3. Liaise and coordinate the activities of the ticket services department with promoters, presenters and other departments; provides advice and recommendations regarding ticket sales, presale arrangements, and policies and procedures.
4. Coordinates and supervises operations between contracted ticket agencies and computerized ticketing systems.
5. 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.
6. Tracks, monitors, reconciles and reports all sales and deposits to ensure final settlement of contracted ticket sales; researches and resolves balance variances; prepares accounting reports for tickets sales.
7. Ensures compliance with applicable policies, procedures, codes, rules, regulations and laws.
8. Assists with processing daily cash receipts and event settlements.
9. Troubleshoots problems with computerized ticketing system.
10. Maintains inventory of non-ticket sales items; monitors and maintains office supplies in the ticket center.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust

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- 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
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Experience

- A minimum of four (4) years of experience in the operation of a box office or other cash-handling center, and
- A minimum of two (2) years of supervisory or lead experience, and
- An Associate’s degree with course work in marketing or business; 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

- 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
- Organizational skills with the ability to effectively coordinate the work of others
- Manage staff and resources effectively and efficiently
- Work effectively with information management systems, and adapt quickly to system changes and updates
- 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 in difficult situations with others
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Perform all position essential duties and responsibilities

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- Fulfill Metro’s core values of public service, excellence, teamwork, respect, innovation and sustainability
 - Work assigned schedule and exhibit regular and predictable attendance
 - Work in a safe manner and follow safety policies, practices and procedures
 - Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
 - Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

This position receives supervision from the Director of Ticket Services

SUPERVISION EXERCISED

This position achieves success through subordinate supervisors, by ensuring they have the necessary leadership and tools to achieve success. The incumbent is responsible to carry out the full spectrum of management responsibilities in accordance with the agency’s policies and applicable laws, and ensure subordinate supervisors also carry out supervisory duties appropriately. Responsibilities include hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Standard office equipment is used

WORK ENVIRONMENT

Work various shifts including evenings, weekends and holidays. Continuously required to read a computer screen; 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 sit for extended periods of time. Rarely required to stand and/or walk for extended periods of time; stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms; lift, push, pull and/or carry objects up to 25 pounds; exposed to outdoor weather conditions.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro’s visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.