

TICKET SALES COORDINATOR*

Function of Job:

Under general supervision of designated supervisor, coordinate all campus ticket sales operations, create data bases of events requiring ticket sales, reconcile deposits daily, maintain web site for ticket sales, supervise students/staff, and respond to inquiries in-person, by phone, or by email.

Characteristic Duties and Responsibilities:

1. Coordinate campus ticket sales operations by creating seating charts and data bases for events, maintaining customer data bases, and problem-solving.
2. Review ticketing software programs, analyze benefits, and make recommendations regarding software purchase.
3. Hire, supervise, train, and schedule work students and/or hourly staff in ticket office and information office as assigned.
4. Reconcile daily sales and monthly cash and charge card reports and distribute funds to appropriate accounts; ensure proper use of USNH accounting guidelines and cash management procedures, and prepare reports at the end of each event for sponsor and other reports as required.
5. Perform duties related to the sale of tickets, including ordering tickets, advance sales, selling at box office or gate, returns/refunds, setting up funds to make change and depositing cash received with business office or sponsoring organizations.
6. Maintain web-based ticket sales site, review for accuracy, and update information as needed.
7. Process, assign and distribute complimentary non-student season tickets and/or student tickets.
8. Respond to questions from the public, staff or students concerning future events.
9. Develop procedures and policies for ticket operations and staff as needed.
10. Maintain budget for operations and pay vendors as assigned.
11. Participate in institutional professional development and training.
12. Perform other related duties, as assigned.

Minimum Acceptable Qualifications:

1. Associate's degree in business or related area and one year of related experience, or equivalent combination of college courses in math, accounting, business, or equivalent and experience.
2. Ability to establish and maintain effective working relationships with faculty, staff, students, and the general public.
3. Effective written and oral communication skills.
4. Computer skills, such as word processing, email, internet, spreadsheets, data base management and software applications as required by department.
5. Supervisory skills.
6. Willingness to work irregular hours.

Additional Desirable Qualifications:

1. Familiarity with the institution to be served.
2. Supervisory experience.

5/9/2005
System Approval

2/14/2005
Effective Date

This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.

* Revised - original approved 7/10/75 as Ticket Sales Assistant and revised 12/9/94.