



Salt Lake County Job Description

ArtTix Shift Supervisor

DEPARTMENT: Community Services

JOB CODE: 445 **GRADE:** 011

SALARY PLAN: GEN

SAFETY SENSITIVE: No

DIVISION: Center for the Arts/3500

FLSA STATUS: Non-Exempt

EFFECTIVE DATE: 07/28/2015

JOB SUMMARY

Assists in supervising the daily operations and personnel of the Center for the Arts ArtTix ticket office and the monitoring of daily funds collected through ticket sales. Works with management and the I.T. department to ensure in-house and internet daily ticket sales are operational.

MINIMUM QUALIFICATIONS

One (1) year of full time (40 hours weekly) of computerized event ticketing experience in an Arts Environment; OR an equivalent combination of related education and experience.

Supervisory experience is preferred.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Participates in daily operation of CFA Division ticket offices at all hours.
- Supervises, hires and trains all temporary ticket office personnel.
- Coordinates information between ArtTix management, Event Management, clients, patrons and staff.
- Operates the ticket office during performances, overseeing ticket sales and coordination information between client, front of house staff, and patrons.
- Enforces procedures necessary to ensure the safekeeping of ticket office receipts, purchased tickets, and the ticket office cash fund.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Effective management principles
- Event ticketing

- Human resource management, including recruitment, interviewing, hiring, training, evaluations and discipline
- Standard accounting procedures
- Public relations
- Customer Service
- ADA requirements
- Team-building skills and techniques

Skills and Abilities to:

- Supervise and organize staff
- Interpret and implement written procedures and policies
- Establish and maintain internal and external division relationships
- Operate standard office equipment
- Work with computer software related to job specific duties
- Communicate effectively both verbally and in writing
- Handle public contacts with discretion, patience, tact and courtesy
- Make decisions under pressure
- Assess ArtTix needs, including making recommendations on staffing, equipment and other program requirements
- Relate and work with people from various backgrounds

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Must be able to sit for several hours while using a computer.

Light lifting required.

IMPORTANT INFORMATION REGARDING THIS POSITION

Must be able to work flexible schedule including evenings, weekends, and holidays.

Revised Date/Consultant's Initials: 03/01/18 SW