



Salt Lake County Job Description

ArtTix Manager

DEPARTMENT: Community Services

DIVISION: Center for the Arts/3500

JOB CODE: 588 **GRADE:** 016

FLSA STATUS: Exempt

SALARY PLAN: GEN

EFFECTIVE DATE: 04/01/2011

SAFETY SENSITIVE: No

JOB SUMMARY

Manages and administers all aspects of the ticketing operations for ArtTix.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in Business, Finance, or other closely related field, plus three (3) years of management experience in the ticketing industry, which includes customer service, sales, and supervisory experience; OR an equivalent combination of related education and experience. Education may not be substituted for the required management experience.

Prior ticketing software skills are highly desired.

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.

- Manages and administers the daily operations of CFA Division ticket offices.
- Manages and supports all ArtTix merit and temporary employees.
- Manages and coordinates information flow between administration, CFA staff, ticketing clients, and patrons.
- Manages and administers accounting and fiscal controls for ArtTix operation.
- Prepares and monitors program budget.
- Manages contract negotiations, implementations, and monitoring.
- Coordinates with Marketing and PR Managers to implement ArtTix sales and marketing programs and strategies.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Effective management principles

- Human resources management
- Annual budget processes
- Customer service and public relations
- Research techniques and analysis

Skills and Abilities to:

- Perform event ticketing and industry practices.
- Demonstrate leadership, supervisory, organization & problem solving skills
- Demonstrate interpersonal competencies in customer focus, teamwork/collaboration, and coaching.
- Prepare, implement and manage an annual budget.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

May be required to occasionally stand for long periods of time, bend, stoop, and to carry up to 25 pounds.

IMPORTANT INFORMATION REGARDING THIS POSITION

May be required to work holidays, nights, and weekends as needed.

Revised Date/Consultant's Initials: 01/16/2017/MB