



## Salt Lake County Job Description

### ArtTix Assistant Ticketing Manager

**DEPARTMENT:** Community Services

**JOB CODE:** 817 **GRADE:** 13

**SALARY PLAN:** GEN

**SAFETY SENSITIVE:** No

**DIVISION:** Center for the Arts/3500

**FLSA STATUS:** Non-Exempt

**EFFECTIVE DATE:** 1/29/2016

#### **JOB SUMMARY**

Responsible to assist with the supervision of Center for the Arts ArtTix Ticketing Operations.

#### **MINIMUM QUALIFICATIONS**

Three (3) years of Ticketing Industry experience, of which one (1) year of which must be supervisory experience. Experience may not be substituted for the required supervisory experience.

Customer service, sales experience, and Tessitura ticketing software skills is preferred.

#### **ESSENTIAL FUNCTIONS**

- Manages the Ticket office during performances and prepare reports for night of event settlements.
- Assists with building and maintaining events/Season packages in the ticketing system (daily maintenance of events/season packages-offers, promos, discounts, additions/corrections)
- Coordinates ticket fulfillment with Concierge Service Staff member for naming rights donors, donors and VIP's
- Supervises staff, which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisals, and discipline.
- Responsible for hiring, training and support all ArtTix Ticket Office employees. Design, implement and monitor staff training programs.
- Performs payroll functions for Ticket office program. Serve as the ArtTix lead for on boarding new employees, monitoring personnel paperwork and processes.
- Assists with the supervising the daily operations of CFA Division ticket offices at all hours.
- Assists with overseeing fiscal controls in the ticket office and ticketing system.
- Assists with the fulfillment of season benefits: Packages, additional tickets, exchanges etc.
- Assists with Coordinating information between Division Director, ArtTix Staff, Event Management, Clients, and Patrons.

#### **KNOWLEDGE, SKILLS AND ABILITIES (KSA)**

##### **Knowledge of:**

- Effective Management principles

- Event Ticketing
- Human resource management: recruitment, interviewing, hiring, training, evaluations and discipline
- Standard accounting procedures
- Customer Service and Public relations
- Personal computers business application software
- ADA requirements

**Skills and Abilities to:**

- Supervisory & organizational skills
- Effectively and tactfully deal with public
- Excellent problem solving skills
- Interpret and implement written procedures and policies
- Communicate effectively verbally and in writing
- Ability to make decisions under pressure
- Establish and maintain internal and external division relationships
- Make recommendations on staffing, equipment and other program requirements

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

Ability to stand for long periods of time, bend, stoop, and carry up to 25 pounds.

**IMPORTANT INFORMATION REGARDING THIS POSITION**

Must be able to work flexible schedule including evenings, weekends, and holidays based on business needed.

Revised Date/Consultant's Initials: 02/16/2018 SW