



Salt Lake County Job Description

ArtTix Ticketing Services Manager

DEPARTMENT: Community Services

JOB CODE: 699 **GRADE:** 13

SAFETY SENSITIVE: No

DIVISION: Center for the Arts/3500

FLSA STATUS: Exempt

EFFECTIVE DATE: 1/16/2016

JOB SUMMARY

Responsible for Center for the Arts (CFA) ArtTix Ticketing Operations and support fiscal controls.

MINIMUM QUALIFICATIONS

Five (5) years of related ticketing industry experience, of which two (2) years must have been supervisory or administrative; OR an equivalent combination of education and experience. Education may not be substituted for supervisory or administrative experience.

Preference may be given to candidates with ticketing software experience.

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.

- Supervise the daily operations of CFA Division ticket offices at all hours.
- Supervises staff, which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisals, and discipline.
- Build and maintain events in the ticketing system.
- Prepare reports for event settlement and fiscal department.
- Oversee fiscal controls in the ticket office and ticketing system.
- Coordinate information between Division Director, ArtTix Staff, Event Management, Clients, and Patrons.
- Act as ArtTix Manager when ArtTix Manager is not available.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Effective Management principles
- Event Ticketing
- Human resource procedures and techniques

- Standard accounting procedures
- Business application software
- Public relations
- Customer Service
- ADA requirements

Skills and Abilities to:

- Supervise and Organize
- Effectively and tactfully deal with public
- Problem solve
- Interpret and implement written procedures and policies
- Communicate effectively both verbally and in writing
- Make critical decisions under pressure
- Establish and maintain internal and external division relationships
- Assess ArtTix needs and make recommendations

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

May be required to occasionally bend, stoop, and lift up to 20 pounds.

IMPORTANT INFORMATION REGARDING THIS POSITION

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

Revised Date/Consultant's Initials: 1/16/2016, DW