

The University of Texas at San Antonio

Job Description

Job Title: Assistant Athletic Ticket Manager
Code: 19040
Salary Grade: 56
FLSA Status: Exempt
Department/Division: Athletics
Reports To: Athletic Ticket Manager

Summary

- Function: To provide oversight and supervision in all ticket office operations to include ticket sales, ticket operations, marketing, promotions, fundraising, and administrative duties.
- Scope: Responsible for ticket sales and box office management for assigned sports.

Duties

- Typical:
 1. Manages the box office at assigned athletic events.
 2. Schedules student workers and interns.
 3. Maintain and manage all ticket accounts. Manage in-person and telephone sales calls to generate season, group, and corporate ticket sales for UTSA athletics events.
 4. Assists with the fulfillment and distribution of season and group tickets.
 5. Develop and implement marketing plans aimed at both the campus and surrounding community.
 6. Manage student attendance reward program.
 7. Recruits, employs and provides administrative and on-site supervision to ticket sellers and ticket takers.
 8. Assists in checking ticket orders and in filling ticket orders for customers.
 9. Provides customer service and builds ongoing relationships with new and existing UTSA Athletics customers.
 10. Receives and processes ticket orders and donations. Assists in the preparation of deposits and audit reports.
 11. Performs other duties as assigned.

- Periodic:

1. Assists with the NCAA Championships hosted by UTSA.
2. Maintains familiarity with all applicable NCAA, Conference and University rules and regulations.

Education

Required	Preferred
Bachelor's Degree from an accredited institution in any field of study.	Bachelor's Degree from an accredited institution in Business, Sports Administration, or directly related field.

Other Requirements

Required	Preferred
Demonstrated excellent organizational, written, and verbal communications skills.	N/A
Ability to exercise independent judgment, discretion, and flexibility.	
Criminal Background Check.	

Experience

Required	Preferred
One year of experience in athletic ticket operations or sales.	N/A

Equipment

Required	Preferred
Computerized ticket system experience.	Experience with Ticketmaster and Archtics ticket systems.

Working Conditions

Usual	Special
Normal office conditions.	Substantial evening, weekend and holiday work will be required.

Supervision

Received	Given
General supervision from the Athletic Ticket	General supervision of part time student

Manager.	workers.
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Accuracy

Proficiency in all duties performed.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.
