

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>EXP</b>	<b>Job Code:</b>	<b>ACV33505</b>
<b>Job Class Code:</b>	<b>750</b>	<b>Salary Schedule:</b>	<b>AREG</b>
<b>EEO Category:</b>	<b>02</b>	<b>Grade:</b>	<b>17</b>
<b>Workers Comp Code:</b>	<b>9016</b>		

<b>Job Code Established:</b>	<b>01/01/85</b>	<b>Effective Date:</b>	
<b>Job Code Revised:</b>	<b>01/01/94</b>	<b>Effective Date:</b>	

**JOB CODE SERIES:** Coliseum Series

**JOB CODE TITLE:** COLISEUM TICKET SALES SPECIALIST

**HRIS TITLE:** COLS TICKET SALES SPCT

**WORK DESCRIPTION:** Organizes, implements and supervises the ticket sales operation for the Veterans' Memorial Coliseum & Exposition Center's multi-purpose box office; assists the manager in the development of sales programs for individual events; scales the house per client's requirements; designs and orders tickets; determines outlets for sale of tickets; schedules on-grounds ticket sellers; audits ticket sales; prepares box office statements; closes events with promoters; deposits monies; functions as assistant box officer manager.

**WORK ACTIVITIES:** meets with box office manager or event promoter to discuss type of sales desired, price of tickets, and scaling of the house.

Determines outlets or sale of tickets based upon type of event, prepares contracts and obtains necessary signatures.

Schedules on-grounds ticket sellers.

Scales the house per client's requirements.

Designs tickets for individual events.

Orders hard tickets for general admission and verifies printer's manifests.

Prints computerized (soft) tickets for reserved seat events.

Runs seating map on computer and audits to check for correct location and distribution of seats.

Distributes tickets and information to sales outlets.

Distributes tickets, information and banks to on-grounds sellers.

Supervises the fulfillment of mail and phone orders for tickets.

Audits ticket sales and prepares reports for promoters on a daily basis.

Runs map of available seats on day of event and dresses the house in preparation of final sale of tickets (decides which and how many tickets to pull for sale at show time).

Computes commissions for sales outlets and types requisitions for payment.

Computes box office charges.

Compiles final ticket sales reports; reconciles cash receipts, sales reports and ticket counts.

Compiles box office statements and closes out events with promoters.

Sorts and packages monies, types or writes deposit forms for bank and pay-in vouchers for state treasurer's office; records and transmits deposits on a daily (or periodic) basis.

At level of first-line supervisor, interviews prospective applicants for positions in work unit, recommends personnel action.

Maintains records of time worked and prepares time sheets for on-grounds ticket sellers.

Confers with complainants or concerned persons and advises them regarding their complaints.

Performs related work as required.

**WORK CONDITIONS:** Long and irregular work hours. Work schedule is determined by schedule of events and often requires working seven days a week with extended hours lasting into early morning to close out events. Large amounts of money expose position to chance of robbery.

**SUPERVISION:** Works under general direction of the box office manager, exercising discretion and independent judgment within policies and procedures established for the work system.

**WORK RESULTS/PRODUCTS:** Completed sale of tickets for successful result of event; event settled with promoter; box office statement; monies deposited.

**RESPONSIBILITY:** For the effectiveness of the work unit; for the security of tickets and cash receipts.

**AUTHORITY:** To select and contract with ticket sales outlets; order and print tickets; schedule on-grounds ticket sellers; settle events with promoters; recommend personnel actions.

### **KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** Laws, rules and regulations governing a state operated business enterprise; The principles and practices of public attraction enterprise box office operations; Computerized ticket sales and operation of associated equipment; Accounting methods and techniques; Supervisory techniques.

**Skill/Ability to:** Planning and organizing the sale of tickets; Work management and leadership; Handling cash receipts in an accurate and efficient manner; Interpersonal relations as they relate to working with event promoters, ticket sales outlet personnel and the general public; Operating a computerized ticket sales system; Operating a ten key calculator; Applying arithmetic computation methods; Oral and written communications.