JOB DESCRIPTION

ATHLETIC TICKET ASSISTANT

JOB TITLE: Athletic Ticket Assistant  WAGE/HOUR STATUS: Hourly
REPORTS TO: Athletic Director  TERMS: Assigned Days
          Within Football Season
DEPARTMENT: Athletic  PAY GRADE: P/T Pay Schedule

PRIMARY PURPOSE:
Assist Athletic Director in organizing and coordinating the ticket operations in the department.

QUALIFICATIONS:

Minimum Education/Certification:
Pass LISD background check
High School diploma and/or attended two years of college

Special Knowledge/Skills:

- Proficiency using computers including Word and Excel
- Knowledge of NCAA rules and regulations
- Excellent communication and organizational skills
- Experience in customer service and cash handling
- Experience working in a collegiate or professional ticket office

Experience:
Two to five years of experience working in an athletic department

MAJOR RESPONSIBILITIES AND DUTIES:

1. Assist with daily operations in the athletic ticket office
2. Contact with customers over the counter and via the telephone
3. Make out-going phone calls to season ticket holders and prospects in an effort to increase
d season ticket sales as well as overall attendance
4. Use of on-line ticketing system to process sales and renewals
MAJOR RESPONSIBILITIES AND DUTIES: (continued)

5. Assist in ticket reconciliation, cash management, data entry, event operations, player guest management and duties as assigned by the Athletic Director

6. Extensive customer contact requiring excellent communication service and organizational skills

7. Comply with district policies, as well as state and federal laws and regulations

8. Adhere to the district’s safety policies and procedures

9. Maintain confidentiality in the conduct of district business

10. Must be able to perform the essential functions of walking and interacting with students and/or district employees in the specific work site assigned (classroom or office setting)

11. Demonstrate regular and prompt attendance

12. Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

None

EQUIPMENT USED:

Copier, personal computer and appropriate software, typewriter, printer, calculator, fax machine and audio-visual equipment

WORKING CONDITIONS:

Mental Demands:

Reading, ability to communicate effectively (verbal and written); maintain emotional control under stress; interpret policy, procedures, and data
WORKING CONDITIONS: (continued)

Physical Demands/Environmental Factors:

Frequent standing, walking, stooping, bending, kneeling, pulling, pushing, lifting, carrying; moving small stacks of textbooks, media equipment, desks, and other classroom equipment; repetitive hand motions; prolonged use of computer terminal possible; occasional district-wide travel; occasional state-wide travel; frequent prolonged and irregular hours; possible biological exposure to bacteria and communicable diseases; specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus; frequent light lifting and carrying (under 15 pounds); occasional moderate lifting and carrying (15-44 pounds).

EVALUATION:

Paraprofessional Evaluation

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties and skills that may be required. This job description is not an employment agreement or contract. The administration has the exclusive right to alter this job description at any time without notice.

Printed Name: _____________________________________________________________
Signature: __________________________________________ Date: ________________

ESTABLISHED/REVISED: May, 2017