



JOB TITLE: Assistant Ticket Office Manager
Department: Stadium
Reports To: Ticket Office Manager

POSITION SUMMARY: The Assistant Ticket Office Manager provides support to the Ticket Office Manager in the execution of his/her duties and supervises the activities of the Ticket Office when necessary. Accountability is to the Stadium Director.

DUTIES:

- Audit tickets, data entry, sell tickets when necessary.
- Assist in database/spreadsheet maintenance for large mail-in order events.
- Assist in training of ticket sellers for events.
- Assist Ticket Office Manager and Bookkeeper with their responsibilities when necessary.
- Create manifests.
- Complete daily deposits and payroll.
- Figure daily seller sheets, credit card functions, overage/shortage reports.
- Generate post event reports.
- Manage individual events when necessary.
- Make recommendations related to hiring, firing or other changes in employee status.
- Schedule Tickets Sellers to work during the week and for events.
- Work with promoters and events on sale.
- Other duties as assigned by Ticket Office Manager.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and be skilled in oral and written communication. Must have flexibility in hours and days available for scheduled events, including weekends.

EDUCATION/EXPERIENCE:

Bachelor's degree; or two- three years related ticket industry experience and/or training or equivalent combination of education and experience.

KNOWLEDGE, CERTIFICATES, LICENSES, REGISTRATIONS:

- Proficient experience with Ticketmaster Host system.
- Working knowledge of AutoCAD preferred, but not required.
- Well versed in Microsoft Office and have a background in event planning / financial software package is essential.

PHYSICAL DEMANDS and WORK ENVIRONMENT:

Must be comfortable working in a large facility that requires extensive walking to monitor event activity, stair climbing and standing for long periods of time. Ability to work in office environment for extended periods of time with the ability to remain seated at the computer terminal, while providing timely and consistent customer feedback and interaction.

SUPERVISORY RESPONSIBILITIES:

This position supervises 1 – 40 Part-time Ticket Sellers.

Individuals interested in applying for this position should submit a resume or application to the Human Resources office no later than Friday, January 25, 2019.

Address:

**Human Resources
Indiana Convention Center & Lucas Oil Stadium
100 South Capitol Ave
Indianapolis, IN 46225**