



USC University of Southern California

Ticket Manager Job Description

JOB INFORMATION

Job Code:	143323
Job Title:	Ticket Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Sales
Job Family Group:	Marketing and Events
Management Level:	5 Manager

JOB SUMMARY

Responsible for non-athletic ticket sales, in coordination with all relevant stakeholders. Creates and manages events in ticketing/customer relationship management (CRM) systems. Supervises and supports customer service representatives, and is responsible for hiring, training, scheduling and mentoring student supervisors for cultural events.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study	
X		Bachelor's degree		
	X	Master's degree	Business Administration	Or
	X	Master's degree	in related field(s)	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level	
X		3 years	of directly related experience in box offices, customer service, and/or events.	
	X	5 years	of directly related experience in box offices, customer service, and/or events, as well as working with promoters and/or vendors.	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in a leadership/management role.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated interpersonal skills.
X		Excellent organizational and problem-solving skills.
X		Proven experience interpreting and applying policy, procedures, and local, state, and federal regulations.
X		Demonstrated experience with human resources processes and employment practices.
X		Excellent written and oral communication skills, and exemplary attention to detail.
X		Experience managing projects and leading research and teaching/training efforts.
	X	Experience with ticketing and/or customer relationship management software (e.g., Paciolan, Eventbrite).
	X	Demonstrated experience driving cultural change and diversity efforts.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Responsible for non-athletic event ticket sales. Sets priorities, develops standard operating procedures, and establishes protocols to measure performance and monitor operations. Maintains communication with relevant stakeholders, ensuring event information and updates are shared in a timely manner.				
Creates and manages events in ticketing/customer relationship management (CRM) systems (e.g., Paciolan). Coordinates events and creates event timelines (e.g., on-sale dates, emails, promotions) with all relevant stakeholders (e.g., Thornton School of Music, promoters, Galen Center management).				
Supervises and supports customer service representatives, and is responsible for hiring, training, scheduling and mentoring student supervisors for cultural events. Attends regular meetings with athletics department sales team and customer service representatives to maintain overall customer service alignment. Holds regular meetings to discuss Financial and Business Services values and/or process improvements.				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.