GEORGIA WORLD CONGRESS CENTER AUTHORITY
GEORGIA DOME
JOB DESCRIPTION

JOB TITLE: Ticket Office Manager

FLSA: EXEMPT POSITION #: 00148852	SALARY RANGE: DEPARTMENT: Ticket Office SUPERVISOR: General Manager
Exec:	Date:

SUMMARY: The Ticket Office Manager shall be responsible for all tickets and monies for ticketed events to include, but not limited to: accounting for all tickets received, sold or retained; preparing ticket office invoices, statements and settlement sheets; preparing attendance, sales and ticket office profit reports; and, preparing accounts payable invoices for each event and settlement of payments to promoters.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. Provide excellent customer service to all constituencies; primary ticketing liaison with all facility customers.

- Coordinate all accounting activities within the Ticket Office.
- Prepare ticket office invoices, statements and settlement sheets.
- Prepare sales reports.
- Assist in compiling all correspondence, projections and cost relating to the ticket office.
- Responsible for report compilations, ticket office statements and monthly/yearly reports.
- Attend meetings with appropriate personnel regarding events.
- Responsible for setting up and formatting events in the Ticketmaster system.
- Serve as liaison between the Georgia Dome and the Falcon's ticket office.
- Responsible for all annual deliverables as outlined in annual business plan and performance evaluation.
- Such other duties, functions, and special projects as assigned by the General Manager.

SUPERVISORY RESPONSIBILITIES: Manage three (3) full-time and up to twenty (10-20) part-time employees in the Ticket Office. Responsible for the overall direction, coordination and evaluation of the department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: High school diploma or general education degree (GED). College degree with emphasis in business administration, accounting, or a related field preferred. Preferable experience in the arena, amphitheater or stadium ticket venue management business. Core competency should reflect a familiarity with Ticketmaster's suite of ticketing applications including TM Win, Archtics, Access Manager, Archtics Painter, and TM 360. Understanding basics of SQL is beneficial but not required. Experience with managing and generating Archtics payment plans, invoices, and ticket print files is desired. Experience working in a ticket barcoded venue is preferred. Familiarity with template creation for both ticket and invoice files is a plus. Expertise in event creation, price code creation, ticket type creation in both Archtics and Ticketmaster host environment is wanted.

OTHER SKILLS AND ABILITIES: Ability to work well with people. Ability to perform a volume of numerical detail work with speed and accuracy.   Knowledge and experience using Microsoft suite of products including Excel, Word, Outlook are a requirement.

HUMAN RESOURCES ONLY: