



City of Peoria

HUMAN RESOURCES

Title: Community Facilities Coordinator – Ticket Operations

FLSA STATUS: Exempt from overtime under Fair Labor Standards Act (FLSA).

SUPERVISION RECEIVED AND/OR EXERCISED:

Receives direction from Community Facilities Superintendent - Operations.
Exercises direct supervision over full-time, part-time, temporary, and/or seasonal non-benefitted employees, and volunteers.

MINIMUM QUALIFICATIONS:

- **Education:** Bachelor's degree in any field or equivalent.
- **Experience:** Minimum of three years of related experience. Requires a broad knowledge of complex systems, specialized practices, equipment and procedures.
- **Licenses/Certifications/Special Requirements:** Valid AZ Drivers License upon hire depending on area of assignment.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a municipal or government setting.
- One year previous supervisory experience is preferred.
- Preference to a degree in a related field.

JOB SUMMARY

The purpose of this position is to coordinate and support the sales, operations, programming and personnel within the Peoria Sports Complex community facility. Coordinate tasks and projects; administer division budgets and operating efficacies; implement field data and best practices; coordinate projects and planning; fulfill business plans and operational strategies; enforce workplace safety and environmental efficiency. Ensure city, department and division goals, policies and objectives are followed. Recruit, train, supervise and evaluate personnel.



ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Oversees functions in ticket operations including ticketing provider, ticket office, group sales and ticket programs. Provider liaison, platform oversight, manifest management and online execution. Sales supervision, operating practices, event coordination and reconciliation functions. Sales training, group programming, catering coordination and customer relations. Program concepts, season tickets, community outreach and promotional development.
2	Executes budget with emphasis on part-time wages, community promotions, printing/binding collateral, operational supplies/equipment and ticket revenues. Contributes to monthly supervisor reports. Tracks spending and resource allocations for sports complex obligations. Leads development of part-time wage plans, ticketing assets, operational plans and best practices for sports complex.
3	Supervises multiple staff direct reports with operational responsibilities in window sales, phone sales, group sales, group fulfillment, sales solicitation, customer retention and catering coordination. Plans and prioritizes tasks and monitors staff performance. Develops schedules and monitors timesheets. Coaches direct reports on performance skills and city values and recommends personnel actions.
4	Coordinates event ticketing. Executes MLB team directives for spring training and ticket functions for special events. Handles sales planning and timelines. Provides sales reports and trend analyses. Supports financial reconciliations and settlements. Executes cash handling and credit PCI compliances. Oversees website and newsletter content. Develops print collateral and promotions calendar. Coordinates special and internal events.



PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with “X”					
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.					
Sedentary	Light	Medium	X	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. Occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.		Exerting 50-100 lbs. Occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

Work Environment for this position is indicated below with “X”				
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.				
Office	Outdoors	Vehicle	Office and Field/ Plant/ Warehouse	X
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.	Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation	

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computer and related software, utility vehicles, club cars.

PROTECTIVE EQUIPMENT REQUIRED:

None required.