Peoria Diamond Club
Ticket Office Manager Job Posting

Job Title: Ticket Office Manager

Location: Peoria Sports Complex – Peoria, AZ
Spring Training home of the Seattle Mariners and San Diego Padres

Salary: Up to $40,000.00 per year based on individual skills and experience

Incentives: Will be paid based on specific development and sales goals as outlined in hiring contract

Inquire to: Bridget Binsbacher, Executive Director
Phone: 623-773-8710 / Fax 623-773-8744 / Email: Binsbacher@cox.net

Desired Skills, Experience and Education:

Exceptional organization and communication skills

The ability to rely on experience and judgment to plan and accomplish outlined goals

A demonstrated ability to interact with the public in a time sensitive environment

Computer literacy and an understanding of cash operations and inventory control

3-5 years of related job experience

Degree in business or related field desired but not required

Responsibilities:

- Reports to Executive Director of Peoria Diamond Club
- Oversees the entire Ticket Operations Office, Box Office and Personnel to include; the Assistant Ticket Office Manager, Group Sales Coordinator, Ticket Operations Intern, Ticket Supervisor and Ticket Sellers
- Responsible for all new hires for the Ticket Operations Department including Box Office and Seasonal personnel
- Serves as a liaison between City of Peoria, Diamond Club, Seattle Mariners and San Diego Padres
- Works with the marketing department in the development of promotional campaigns and materials
- Coordinates with Tickets.com the creation of season packages, events and event on sale
- Provides Tickets.com training for Ticket Office Staff and City Employees
- Manages the Ticket Office operational budget
- Reconciles daily and seasonal financial statements
- Responsible for reporting accurate sales numbers and revenue
- Manages ticket inventory including season sales, group sales, promotional packages, and single ticket sales
- Handles internal and external ticket requests and customer inquiries

Additional Off-Season Responsibilities:

- Develop a package plan to increase sales for less desirable games
- Contribute to marketing efforts of the VIP Pavilion tent to corporate clients
- Work with Executive Director to develop and generate additional fundraising events
- Provide ongoing support and assistance to Executive Director during the off season