



Title: Sports Complex Ticket Operations Coordinator

FLSA STATUS: Exempt from overtime under FLSA.

SUPERVISION RECEIVED AND/OR EXERCISED:

- Direct supervision received from Sports Complex Superintendent.
- Direct supervision exercised over part-time employees, temporary and/or seasonal non-benefitted employees.

MINIMUM QUALIFICATIONS:

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

PREFERRED/DESIRABLE QUALIFICATION(s):

- A minimum 1 year previous supervisory experience is preferred.
- Experience in sports related ticket sales and operations preferred.
- Practical application of basic accounting functions preferred.
- Preference to a degree in a related field, such as, but not limited to, Sports Management, Business, Marketing.

JOB SUMMARY

The purpose of this position is to oversee and execute all ticketing and event related functions at the Peoria Sports Complex, including Major League Baseball (MLB) Spring Training, City of Peoria Special Events, and all other contracted ticketed and non-ticketed events. Functions include working with contracted ticketing service provider to build ticketing manifests and events, supervising ticket office operations, developing ticket sales initiatives, and generating necessary ticketing reports. The Ticket Operations Coordinator will work with Sports Complex management, Professional Sports Teams, City Departments, non-profit partners, promoters, and contracted vendors to ensure execution and overall success of assigned events while maintaining compliance with City, department, and contractual policies, and all Federal/State/Local laws.



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	Acts as liaison to ticketing service provider to build ticketing manifest for Major League Baseball (MLB) Spring Training season in coordination with MLB Teams, and following MLB Advanced Media's (MLBAM) policies and procedures. Builds Spring Training season schedule in ticketing platform and recommends timelines for distribution of collateral materials, pre-sale events, on-sale dates, and ticket office opening. Distributes daily/weekly/monthly reports evaluating performance and trends to maximize success. Supports financial settlement and reporting functions for stakeholders.
2	Acts as liaison to ticketing service provider to build ticketing manifest for City Special Events and other contracted ticketed events at the Sports Complex. Works with Sports Complex management, other City Departments, and event promoters to develop ticketing promotion through conceptual meetings. Executes ticketing distribution, event day ticket office operations, and provide settlement reports in coordination with contracted terms.
3	Manages ticket office operation personnel by recruiting, hiring, scheduling, training and supervising ticket office part-time/seasonal staff and volunteers. Develops and distributes staff handbooks and training materials. Develops ticket operation policies and procedures and maintain ticket operation manuals. Evaluates and records performance of assigned staff. Monitors ticket office operations budget through tracking employee hours and related expenses.
4	Plans, coordinates, organizes, and manages all ticketing sales functions including, but not limited to, setting up accounts, collecting receipts, and processing refunds and exchanges. Processes complimentary ticket and donation requests and provide necessary documentation. Manages all cash handling in accordance with City and Peoria Diamond Club policy while maintaining all PCI compliance regulations for credit card information handling. Reconciles daily sales for event day ticket sales with ticket office personnel. Processes daily ticketing deposits in coordination with Peoria Diamond Club, the financial and accounting management entity for ticketing financials of the Sports Complex.



City of Peoria

HUMAN RESOURCES

5	Develops and implements group ticket sales initiatives and goals. Create collateral materials to assist group sales efforts including marketing strategies. Oversees all group sales efforts, including supervising and directing sales staff, coaching for performance improvement and recommending personnel actions, and giving approval on group sale agreements. Facilitates community outreach programs to solicit organizations to participate in group sales opportunities including Sports Complex events. Sets policies and procedures for contracting and timely collection of funds for services provided. Works with contracted concessionaire to coordinate catering functions related to group sales events. Distributes and analyzes post-event client surveys to support renewal and retention efforts.
6	Develops and implements MLB Spring Training season ticket sales initiatives and goals. Creates collateral materials to assist season ticket sales efforts including marketing strategies. Responsible for retention of existing season ticket holders and growth of new season ticket accounts through consistent communications, outbound contact, and market research. Distributes and analyzes post-season client surveys to support renewal and retention efforts.
7	Oversees and monitors access control system. Ensures all access control equipment is operational and gates are ready for events and work with ticketing provider to resolve service issues. Responsible for training staff and volunteers on the operation of access control equipment. Tracks and distributes event attendance reports.
8	Assists in preparation of annual ticket office operations budget by forecasting revenues and expenses, authorizing payments, and monitoring expenditures. Provides recommendations through qualified research for capital purchases that may enhance operational performance.
9	Develops and plans events through conceptual meetings; executes event safely and efficiently; prepares pre- and post-event informational and summary documents; coordinates new events, invoicing, surveys, and revenue collection. Provides positive customer service; answers customer inquiries; develops strategies for improving the customer experience; develops and implements processes for customer feedback and suggestions.



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:

Laptop computer and related software, fax/copier utility vehicles, money counter, club cars, pallet jack, storage carts, radios, camera.

PROTECTIVE EQUIPMENT REQUIRED:

Hard hat.