

# JOB DESCRIPTION MARKETING & TICKET OFFICE COORDINATOR



Facility Name:	<b>IOWA STATE CENTER</b>
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## JOB INFORMATION

Job Title:	Marketing & Ticket Office Coordinator	Department:	Marketing/Ticketing
Reports To:	Holly Boman & Nick Kaizer	FLSA Status:	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Prepared By:	Tammy Koolbeck/Holly Boman/Nick Kaizer	Date Prepared:	January 2017 – updated 7/18
Approved By:	Tammy Koolbeck	Approved Date:	January 2017

## SUMMARY

This position is responsible for assisting with marketing functions and the accurate, efficient and service-oriented operation of the ticket selling functions of the Iowa State Center.

**DUTIES AND RESPONSIBILITIES:** include the following. Other duties may be assigned.

1. Serves as liaison with Ticketmaster to efficiently promote events and shows.
2. Creates email notification of events, discounts or pre-sales through Ticketmaster.
3. Assists with the general operation of the ticket office.
4. Prepares daily bank deposits.
5. Manages group sales program.
6. Coordinates all forms of social media marketing, including but not limited to Facebook and Twitter.
7. Updates and maintains content on website.
8. Maintains and regularly updates calendars, electronic messages and other ticket office information equipment with event information, sales dates, prices and times.
9. Maintains regular office hours.

## SUPERVISORY RESPONSIBILITIES

Assists with management of part time ticket sellers.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty and responsibility 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.

1. A basic knowledge of business management practices and procedures.
2. Ability to compile and maintain records for payroll, personnel scheduling, and event scheduling.
3. Knowledge of procedures and requirements of the entertainment - conference business to insure good relationships with clients and patrons.
4. Ability to exercise sound judgment and make proper decisions in handling incidents at all types of events.
5. Able to work flexible schedules including evenings, weekends and holidays.

## EDUCATION and/or EXPERIENCE

1. Bachelor's degree (B. A.) from four-year college or university in communications, marketing, advertising or related field; or one to two years related experience and/or training; or equivalent combination of education and experience.
2. Demonstrated knowledge of computerized ticketing systems; accounting and finance procedure including record keeping and reconciliation preferred.

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3. Experience working in a computer network environment utilizing Microsoft Word, Outlook and Excel programs.

### **CERTIFICATES / LICENSES / REGISTRATIONS**

1. Applicants must possess a current valid driver's license and a vehicle that can be accessed for work purposes and a working telephone with a number that can be accessed by building management personnel for business contact purposes.
2. Experience with Adobe Creative Suite (Photoshop, InDesign) and other creative programs (Lightroom) a plus as well as a willingness to assist other personnel with said programs.

### **LANGUAGE SKILLS**

1. Ability to read and comprehend simple instructions, short correspondence, and memos.
2. Ability to write simple correspondence.
3. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
4. Ability to speak and understand English.

### **MATHEMATICAL SKILLS**

1. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.
2. Ability to apply concepts of basic math on an Excel spreadsheet, calculator, ten key adding machine, or cash register.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles, and procedures ; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, discriminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

### **PHYSICAL DEMANDS**

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.

1. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
2. The employee is occasionally required to stand and walk for extended periods of time.
3. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
4. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

1. The noise level in the work environment is usually moderate; however, during some events, can become quite loud.

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## **CONCLUSION**

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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