

City of Rapid City Job Description

Job Title	The Monument Ticket Operations Manager		
Job Code:	CCTM	Bargaining Unit:	Non-Union
Pay Grade:	See Wage Scale	Date Revised:	6/13/2023
FLSA Status:	Exempt		

General Summary: This position is responsible for overseeing all of the ticket operations relating to any ticketed event.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Maintains computerized ticket system, including in-house and outlet equipment, software, charge by phone system, and internet ticketing.
- Annotates computerized reports, and works closely with promoters on a daily basis by providing ticket counts and assisting as necessary.
- Itemizes tickets sold at end of the event and prepares accounting reports and information pertinent to the settlement with the promoters by The Monument Finance Director or Accounting and Administration Manager.
- Acts as custodian of the vault, which includes depositing and recording all monies on a daily basis.
- Prints all tickets and prepares manifest for events at The Monument.
- Prepares mail orders for special events as needed by individual promoters.
- Prepares season ticket orders for promoters as requested.
- Provides information to the public by phone, box office window, and internet sales.
- Provides CAD/map drawings for events as requested by the Executive Director and/or promoter.
- Interviews, hires, trains employees; plans, assigns, and directs work; appraises performance, rewards and disciplines employees, addresses complaints and resolves problems.
- Determines box office hours of operations.
- Completes fulfillment of premium seating tickets for all ticketed events in Summit Arena.
- Monitors online accounts for all customers.
- Serves in rotation with other senior staff members as manager on duty for major events.

Qualifications:

Education and/or Experience:

Bachelor's degree from four-year college or university or four to five years related experience. Four years of supervisory experience preferred. A combination of education and experience deemed appropriate to fulfill the role and responsibilities of this position will be considered.

Certificates, Licenses, Registrations:

Must possess a valid South Dakota driver's license or ability to obtain within 30 days from date of hire.

Working Conditions:

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.

The noise level in the work environment is usually loud.

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.