

City of Rapid City Job Description

Job Title	The Monument Assistant Manager – Ticket Operations		
Job Code:	CTOM	Classification:	
Pay Grade:	AU04	Date Revised:	4/1/2021
FLSA Status:	Non-Exempt		

General Summary: This position is responsible for assisting with management of the daily operations and coordinating activities of The Monument ticketing operations to provide exceptional customer service and hospitality services to customers.

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.

- Schedules, trains, instructs, and supervises all part-time Box Office employees.
- Serves in rotation with other senior staff members as manager on duty for major events.
- Assists in payroll records and submits time sheets for payroll processing if Ticket Operations Manager isn't available.
- Maintains Box Office databases.
- Works with Ticket Operations Manager in the building, mapping, and ticketing of events for multiple sales channels (window, internet, outlets, etc.)
- Maintains Box Office procedures, and the implementation.
- Establishes industry partner relations and maintains positive relations with industry promoters, agents, and talent.
- Serves as ticketing system technician and operations expert for training and functions of ticketing system.
- Serves as contact for outlet ticketing operation. Includes running tickets/envelopes and providing ticketing system assistance at location.
- Answers "contact us" questions from The Monument website that pertain to Ticket Operations.
- Builds scaling for a show with CAD program. (Number of total seats, floor layout, break in price levels, Gross potential revenue)
- Builds CAD maps for a number of non-ticketed events in our meeting spaces. (As requested by our events coordinators.)
- Settles numbers pertaining to ticketing after show.
- Provides senior staff/marketing department with reports following shows that assist with marketing efforts going forward.
- Orders and maintain BOCA ticketing stock and ticketing envelopes.
- Locks and unlocks money vault and secure alarm system before leaving nightly.
- Fills in for Ticket Operations Manager in his/her absence.

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.

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.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; outside weather conditions; extreme cold and extreme heat. The noise level in the work environment is usually very 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 walk; talk or hear and taste and smell. The employee is frequently required to stand; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include color vision, peripheral vision and depth perception.