



City of Phoenix

TICKET SERVICES SUPERVISOR

JOB CODE 27420

Effective Date: Rev. 09/08

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform supervisory and professional sales and accounting work pertaining to ticket operations for the Phoenix Convention Center Ticket Services Office. Work involves collecting and accounting for all funds received from ticket sales, and assisting lessees with ticket operations. Technical work is performed in accordance with established accounting procedures, but independent judgment and tact is required in handling unusual situations. Supervision is exercised over the Assistant Ticket Services Supervisors and part-time Ticket Sellers. General supervision of this classification is provided by an Administrative Assistant II, through discussion and review of results obtained.

ESSENTIAL FUNCTIONS:

- Staffs, trains, and supervises full and part-time ticket sales personnel and participates in ticket sales;
- Establishes procedures for pricing, ordering, counting, and selling tickets;
- Keeps daily sales records for each event and deposits funds collected;
- Assists lessee in scaling of ticket prices;
- Produces daily ticket sales reports and resolves problems or discrepancies with sales data;
- Prepares final financial ticket settlement report at the close of each event and settles with the lessee;
- Resolves complaints from the public on non-routine ticketing problems;
- Keeps accounting records for revolving trust fund account;
- Works with promoters in resolving problems related to the Phoenix Convention Center, Symphony Hall, or Orpheum Theatre events;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of supervision.



City of Phoenix

- Leadership styles and skills.
- Ticket services office management procedures for a large scale public assembly facility.
- Principles and practices of accounting as it relates to a ticket services office operation.
- Computerized ticketing systems.
- Practices and procedures for ordering, accounting for, pricing, and selling tickets to obtain best sales results.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Communicate in the English language by phone or in person in a one-to-one or group setting.
- Instruct others in an on-the-job setting.
- Perceive the full range of the color spectrum, such as working with color coded paper.
- Draw rough sketches and use graphic instructions, such as maps, schedules or seating plans.
- Install, replace, or adjust ribbons, computer paper, or similar objects.
- Prepare bundles of tickets or other material for mailing.
- Operate a variety of standard office equipment requiring continuous or repetitive arm-hand movements.
- Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Comprehend and make inferences from written material.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Keep accurate and detailed accounting records.
- Enter data or information into a computer terminal or other keyboard device.
- Remain in a standing or sitting position for extended periods of time.
- Work cooperatively with other City employees, lessees, and the general public.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.



City of Phoenix

- Employees in this classification work irregular hours, nights, and weekends.
- Some positions will require the performance of other essential and marginal functions depending upon assignment or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience working in ticket service operations including one year of experience selling tickets and experience supervising ticket service staff. Other combinations of experience and education that meet the minimum requirements may be substituted.