



**Job Specification**

**Job Title: Ticket Manager**  
**BCAT Code: 505X BJ**  
**Pay Grade: Non-Pay Plan**

**Effective Date: April 1, 2007**  
**Revision Date: February 1, 2007**  
**FLSA Status: Non-Exempt**

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**General Description**

Provides for the management and administration of ticketing functions for GSU Athletic program. This includes inventories, distribution, reservations, seating, promotions, marketing, etc.

**Examples of Duties**

- Manages and controls ticket inventories.
- Handles all aspect of ticket distribution to include customer relations, train ticket staff, scheduling, etc.
- Maintains accountability for ticket revenue including cash deposits and game settlements.
- Manages ticket promotions, marketing, and sales.
- Ensures reservation of fan seats.
- Coordinates written employment verifications.
- Performs other related duties as assigned.

**Knowledge, Skills, and Abilities**

- Knowledge of ticketing functions (sales, marketing, distribution, reservations, etc) and information systems, practices, and procedures.
- Knowledge of computer operation and software (spreadsheets, word processors, presentations, databases, etc.).
- Ability to multi-task, and provide exhibit excellent customer service.
- Effective time management and organizational skills.
- Effective oral and verbal communication with external and internal customers.

**Minimum GSU Hiring Standards**

Bachelor's degree in a related field and two years of supervisory/management experience; or a bachelor's degree and 4 years of related experience; or a combination of education and experience.

*The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.*