

Director, Ticket Operations (5174U) Intercollegiate  
Athletics 69995  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=237185>

Downloaded On: Jun. 26, 2024 2:50pm

Posted Jun. 7, 2024, set to expire Jun. 30, 2024

<b>Job Title</b>	Director, Ticket Operations (5174U) Intercollegiate Athletics 69995
<b>Department</b>	
<b>Institution</b>	University of California, Berkeley Berkeley, California
<b>Date Posted</b>	Jun. 7, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Director/Manager
<b>Academic Field(s)</b>	Athletics and Recreation Services
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**Job Description**

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**Director, Ticket Operations (5174U) Intercollegiate Athletics 69995**

About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the

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transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and [our Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit [grow.berkeley.edu](http://grow.berkeley.edu).

#### Departmental Overview

The Department of Intercollegiate Athletics consists of more than 275 staff members and coaches and sponsors 30 varsity sports programs. These 30 programs include more than 850 student-athletes who participate in the various sports programs annually within the National Collegiate Athletics Association (NCAA). We are currently seeking a Director, Ticket Operations.

#### Application Review Date

The First Review Date for this job is: June 19, 2024

#### Responsibilities

The Director, Ticket Operations will be responsible for directing, managing, developing, and supporting the overall and day to day operational and strategic aspects of the Athletic Ticket Office. This includes the development of operational procedures, inventory management, the supervision of all ticket office staff, and the oversight of on-site ticket sales efforts. This position will be responsible for running a

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ticketing operation that processes over \$12M in ticket sales annually.

- Independently plans, organizes, administers, and implements ticketing operations for assigned sports teams: Acts as liaison with coaches, director of operations, student-athletes, vault supervisor, events management, facilities, and marketing for each sport as necessary. Responds to customer inquiries and problems via email, window, day of game, or phone. Provide support in all operational aspects for post-season games home and away.
- Manages all ticket operations for Football, Rugby, and other sports as assigned. Responsible for the set-up of auxiliary box offices. Works with Event Management to ensure security needs are met for the event. Manages player guest admissions, media pass list, recruit admissions, will call admissions, and game-day ticket sales. Ensure secure transportation of monies to and from the Athletic Ticket Office. Maintains accurate records for attendance calculations. Analyzes and implements new or revised standard operating procedures for game day ticket operations for assigned sports. Oversee all petty cash funds for the Athletic Ticket Office
- Oversees and supervises all ticket sales and customer service issues at Ticket Office windows and on-site at athletic events. Ensure excellent customer service is being maintained daily by student workers via the phone, window, and email. Balances and reconciles ticket sales made at the windows and on-site at events.
- Responsible for ensuring that ticket orders are processed efficiently, accurately, and promptly and are distributed properly.
- Works collaboratively with other external affairs functional unit heads (Development, Marketing, Ticket Sales, and Service, Learfield MMR, Event Management, and Facilities) to help ensure efficient operations and effective customer service.
- Providing support to the Sales, Marketing, and Service team in finding ways to drive prospective clients and retain current customers.
- Responsible for overseeing ticket sales efforts on-site at events, through the ticket sales/will call windows.
- Supervises two Athletic Ticket Office staff members. Responsible for hiring, training, advising, and conducting performance management.
- Experience and understanding of basic data management tools.

#### Required Qualifications

- Bachelor's degree in a related field or equivalent training/experience.
- Advanced knowledge of the collegiate ticketing industry and best practices.
- Ability to multi-task and work with frequent interruptions.
- Effective listening skills.

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- Good judgment and effective decision-making and problem-resolution skills, including skill to recognize and deal effectively and appropriately with real and potential problem areas, including skill to determine the issues/problems that need to be brought to the attention of higher-level staff and/or management.
- Excellent verbal and written communication skills in the English language.
- Must be proficient in the use of computer applications.
- Substantial knowledge of Paciolan Ticketing System, Salesforce CRM, and other ticketing systems.
- Knowledge of accounting, cash handling, finance, audit procedures, and marketing.
- Ability to lead and supervise other employees.
- Ability to work nights, weekends, and holidays, if needed.
- Knowledge of applicable NCAA and ACC rules and regulations.

#### Preferred Qualifications

- Advanced degree in a related field.
- Prior experience leading an athletic ticket operation.
- Working knowledge of the University's and Department's cash handling policies.
- Knowledge of the campus and department, including its achievements, mission, vision, goals, objectives, and infrastructure.
- Knowledge of the department's products and services.

#### Salary & Benefits

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.



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The budgeted salary range that the University reasonably expects to pay for this position is \$65,000-\$75,000

- This position is exempt and paid monthly.
- This is a 100% full-time (40 hours per week), career position that is eligible for full UC benefits.

#### How to Apply

To apply, please submit your resume and cover letter.

#### Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

#### Mandated Reporter

This position has been identified as a Mandated Reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a Mandated Reporter.

#### Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#)



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**To apply, visit**

[https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS\\_HRAM.HRS\\_APP\\_SCH](https://careerspub.universityofcalifornia.edu/psp/ucb/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_APP_SCH)

### **Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### **Contact**

N/A

University of California, Berkeley

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