

Assistant Director, Ticket Operations (5173U),
Intercollegiate Athletics - 82091
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=264599>

Downloaded On: Nov. 1, 2025 8:37am

Posted Oct. 29, 2025, set to expire Jun. 30, 2026

Job Title	Assistant Director, Ticket Operations (5173U), Intercollegiate Athletics - 82091
Department	Intercollegiate Athletics
Institution	University of California, Berkeley Berkeley, California
Date Posted	Oct. 29, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Athletics and Recreation Services
Apply Online Here	https://apptrkr.com/6680374

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Job Description

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About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

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We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). 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 full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

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).

Position Summary

Involves developing and supporting the day to day operational and strategic aspects of the Athletic Ticket Office. This includes managing and supervising the ticket sales and customer service efforts both at the Athletic Ticket Office windows and on-site at athletic events. This position is responsible for all ticketing operations for several assigned sports teams.

Application Review Date

The First Review Date for this job is: 11/10/2025.

Responsibilities

Independently plans, organizes, administers and implements ticketing operations for assigned sport 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.

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Manages all game-day operations for Women's Basketball, Softball and other sports as assigned.

- Responsible for set-up of 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.
- Responding to customer service issues, Ensures 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 supervise 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.

Supervises student ticket office clerks and student event attendants.

- Oversees recruitment, interview process, selection, hiring, training, scheduling and promotion of student workers.
- Creates and implements policies and procedures that advise student employees on how to resolve customer service issues and complaints/concerns and conducts monthly customer service training sessions.
- Creates work schedules and Reviews/approves timesheets.
- Prepare monthly reports to assist in the budgeting of student employee payroll.

Manages and updates the Athletic Ticket Office's internal and external intranet site with sales and promotional information.

- Responsible for preparing and maintaining promotional codes for distribution to career department staff.

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Other duties as assigned, including professional development.

Required Qualifications

- Thorough knowledge of program activity and best practices.
- Problem-solving skills; multi-task, work with frequent interruptions, and effective listener.
- Highly effective verbal and written communication skills in the English language.
- Proficiency in the use of basic computer applications relevant to job duties.
- Bachelor's degree in related area and/or equivalent experience/training.

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.

The budgeted annual salary range that the University reasonably expects to pay for this position is \$50,000.00 - \$55,000.00.

- This is an exempt monthly-paid position.

How to Apply

- To apply, please submit your resume and cover letter.

Other Information

- This is not a visa opportunity.

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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.

SB 791 and AB 810 Misconduct Disclosure Requirement: As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

Equal Employment Opportunity

The University of California is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender

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identity, national origin, disability, age, protected veteran status, or other protected status under state or federal law.

Referral Source Info

This job is part of the Employee Referral Program. If a UC Berkeley employee is referring you, please ensure you select the **Referral Source** of "UCB Employee". Then enter the **Employee's Name** and **Berkeley E-mail** address in the **Specific Referral Source** field. Please enter only one name and email.

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

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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