

## **CLASS TITLE: PAC TICKET SYSTEM ADMINISTRATOR**

**PURPOSE OF THE CLASSIFICATION:** Under direction is responsible for the supervision and coordination of the Tulsa Performing Arts Center ticket office and MyTicketOffice.com (MTOC) network, administering electronic ticketing systems and performing other related assigned duties.

### **ESSENTIAL TASKS:**

- Hires, trains evaluates and coordinates the work of full and part-time ticket office personnel
- Acts as system administrator for ticket software and MTOC network, including planning, developing, installing, maintaining and managing events and system user permissions and security
- Devises, coordinates and implements point of sale and customer service policies and procedures for the PAC and MTOC network operations
- Creates and oversees accounting and settlement reports and procedures for PAC and MTOC
- Coordinates with ticket software company to provide local support to PAC and MTOC clients
- Manages off-site client training sessions, including hardware/software installation, software configuration and post-training as needed
- Responsible for installing, monitoring and accurately maintaining 1000+ events on ticket system and websites, including coordinating season renewals, sales/up-sales and internet presales and discounts
- Monitors division budget utilizing employee schedules/payroll and supply, material and capital item purchase records/reports
- Coordinates the creation and use of various charts, tables and reports to generate various software reports for ticket sales, sales tax collection, various balances/settlements and account payables/receivables
- Implements and monitors contractual agreements with ticket software company and clients to prepare weekly revenue share and ticket fee collection settlements
- Coordinates with the IT division regarding telephone, software and access control system needs and the function, operation, security and upgrades to point of sale computer systems
- Reports to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business administration, accounting and preferably supplemented by computer science coursework and three (3) years of responsible experience in the supervision and management of a ticket office, preferably experience with an automated ticketing system; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the principles, practices and methods in the operation and accounting of a ticket office; considerable knowledge of general accounting procedures; good knowledge of modern office management; and good knowledge of inventory control procedures. Ability to direct and coordinate the activities of office personnel; ability to implement internal inventory and control procedures; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization. Applicant must complete assessment test such as Berger Aptitude for Programming Test at approved level.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting up to 5 pounds; frequent carrying up to 10 pounds with occasional carrying up to 50 pounds; occasional pushing up to 50 pounds; frequent pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, crawling, handling, feeling, climbing, smelling and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's license..

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

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**Class: Code: 1111**

**EEO Code: E-03**

**Pay Code: EX-36**

**Group: Clerical and Administrative**

**Series: General Administrative**

**Effective Date: May 19, 2010**