

## **CLASS TITLE: REVENUE/TICKET OPERATIONS COORDINATOR**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for coordinating a customer service work unit providing payment receipt/ticket office services for customers of the City/Performing Arts Center (PAC) and MyTicketOffice.com (MTOC) network and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Coordinates and supervises work of Ticket Operations Coordinator and part-time cashiers
- Assists in the creation and maintenance of PAC and MTOC events on computerized ticket software
- Assists revenue/ticket cashiers with difficult decisions regarding information given to the public and information pertaining to City/PAC payment policies and procedures
- Assists in hiring and training of personnel within department and section guidelines, subject to section manager review and approval
- Performs the administrative duties for the Finance Point of Sale System/PAC Event Settlement including end of day/event processing
- Maintains database and researches transaction information records to provide internal/external customer service
- Assists in troubleshooting and support resolution for users of PAC and MTOC Ticket System
- Provides customer service back up as needed, resolving difficult customer inquiries and complaints
- Assists in the preparation and tracking of the section's performance/sales statistics
- Assists in the preparation and maintenance of Revenue/Ticket Cashier performance/sales reports
- Acts as liaison between user groups, patrons and other facilities
- Works with internal and external users to execute presales and discounts
- Must report 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 an associate's degree in business or public administration, and three (3) years of general office experience in work involving extensive public contact, including two (2) years of experience handling customer complaints and one (1) year of experience as a lead worker; or a bachelor's degree in business or public administration and one (1) year of related experience; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the function and operation of the Revenue/Ticket Processing Section of the PAC Department; good knowledge of bookkeeping and general office practices. Ability to write clearly and concisely; ability to operate a personal computer; 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.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 20 pounds; may be subject to sitting for extended periods of time, walking, reaching, balancing, bending, kneeling, 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 requires some travel to various City locations; and may require irregular work hours and some shift work.

**Class Code 3507**

**EEO Code: N-02**

**Pay Code: AT-28**

**Group: Clerical and Administrative**

**Series: Clerical**

**Effective date: May 21, 2010**