

**CLASS TITLE: TICKET OFFICE COORDINATOR**

**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for lead cashiering and account clerical duties and performs more complicated duties in a ticket office and other related assigned duties.

**ESSENTIAL TASKS:**

- Supervises and coordinates all activities of a money collection operation
- Plans and assigns duties to cashiering personnel
- Reviews records and funds to assure accuracy in tabulation of checks, cash and credit cards
- Makes deposits in accounts
- Reviews and corrects accounts maintained in local banks
- Maintains daily record of ticket income in cash and checks receipts from substations and outside contractors
- Prepares regular reports on section operations
- Trains new employees in customer service and money collection procedures, interpretation and collection
- Performs various clerical duties
- Opens and closes all entry points within the building, including elevators
- Handles settlements due on shows

**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 a closely related field and three (3) years cash handling or related Ticket Office experience, including the use of excel and computerized ticketing systems, or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of business arithmetic; considerable knowledge of departmental billing procedures and of the taxes collected; and good knowledge of standard bookkeeping procedures. Ability to direct the work of others; ability to prepare necessary recapitulations and perform posting to accounts; ability to make rapid and accurate arithmetical calculations; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and pushing up to 25 pounds; frequent carrying up to 5 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, handling, climbing and twisting; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

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

**Class Code: 6518**

**EEO Code: N-06**

**Pay Code: AT-23**

**Group: Fiscal**

**Series: Account Clerical**

**Effective Date: January 18, 2012**