

# UNIVERSITY OF NORTHERN IOWA

## POSITION ANNOUNCEMENT

**POSITION TITLE:** Assistant Director/UNItix Client Services

**DEPARTMENT:** UNItix

**APPOINTMENT TYPE:** 12 Month, Probationary, Pay Grade III

**PRIMARY FUNCTION:** Manages all ticketing operations for UNI Athletics and Theatre UNI; responsible for entering and updating events in the ticketing system; oversees event management, payment processing, invoicing, event audits, ticket printing and distribution, and ticket revenue reporting; assists with the ticketing operations of the clients when needed; and assists with day to day ticketing functions including the maintenance and programming of the ticketing system and hiring, training, and supervising student staff.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Responsible for all ticketing operations for UNI Athletics and Theatre UNI including entering and updating all events in the ticketing system, programming seating layouts and ticket design, providing ticketing reports as requested and coordinating Player Pass for UNI Athletics; advises tenant organizations on the best methods of ticket sales and distribution; coordinates computerized ticketing system while enforcing ticket office policies and procedures; responsible for staffing and training both ticket sellers and ticket takers; manages season/subscription renewals for UNI Athletics and Theatre UNI; and serves as the initial point of contact for all UNI Athletics and Theatre UNI ticketing needs.
2. Manages venue and box office on day of athletic events; supervises student staff in sales and distribution of tickets on day of event; coordinates efforts with event management staff to meet patrons' and fans' seating and ticketing needs; handles any seating disputes, complaints or challenges on day of event; manages finances for on-hand cash amount and any negotiable tender or tickets in accordance with the policies outlined by the Director of UNItix; and assists with management of other venues and events when necessary.
3. Provides exceptional customer service; assists with hiring, training, supervising and evaluating student staff; serves as the initial point of contact for all customer service issues related to UNI Athletics or Theatre UNI ticketing; assists the Director of Ticketing with record keeping, customer relations, telemarketing, computer operations, ticket sales procedures, daily/shift reconciliation, and the processing of payroll deductions and student U-Bill charges.
4. Assists the Director of Ticketing in day to day ticketing functions, including the maintenance of the TicketsWest computerized ticketing system, programming invoices and gift certificates sold; trains staff and clients on the ticketing system; and procures ticket stock from specification to bid.

**GENERAL INFORMATION:** Bachelor's degree plus at least two years of box office management experience required. A working knowledge of computerized ticketing systems; the ability to respond appropriately to change, meet stringent deadlines and budget requirements; strong computer and organizational skills; and basic accounting and cash control experience are also required. Supervisory experience and experience using Paciolan preferred. Student experience will be considered. Frequent evening and weekend work will be necessary. Criminal and other relevant background checks required.

**APPLICATION PROCESS:** Application materials received by May 29, 2009 will be given first consideration. Additional information provided upon request (319) 273-3424. Send cover letter, resume, and names, addresses, and telephone numbers of three references to: Assistant Director/UNItix Client Services Search Chair, Human Resources, 027 Gilchrist, UNI, Cedar Falls, Iowa 50614-0034. Fax (319) 273-2927. Email: HRS-Applications@uni.edu URL: [www.uni.edu](http://www.uni.edu) UNI is a smoke free campus.

THE UNIVERSITY OF NORTHERN IOWA IS AN EQUAL OPPORTUNITY EMPLOYER WITH A COMPREHENSIVE PLAN FOR AFFIRMATIVE ACTION.