JOB DESCRIPTION

POSITION TITLE: Assistant Director of External Operations - Tickets

JOB CLASS: Staff
SUPERVISOR: Assistant Director of External Operations

CLASSIFICATION: Full Time
LOCATION: DeLand

SUPERVISORY: Yes
DEPARTMENT: Athletics

POSITION OVERVIEW:
This position reports to the Assistant Director of External Operations. The position is responsible for programs that encourage and support the development of Stetson’s fan base and alumni as well as providing competitive platforms for teams and individuals competing in the Atlantic Sun Conference. The position is responsible for ensuring compliance with all federal, state, NCAA, conference and university regulations, creating and managing departmental resources in a fiscally responsible manner, and sustaining a culture of sportsmanship, professionalism and respect at all levels.

QUALIFICATIONS, KNOWLEDGE AND SKILL REQUIREMENTS:
Master’s degree preferred and three years’ experience within sport administration, Willingness to learn Banner, Argos, and all other University computing systems that are essential to optimizing job performance. Ability to lead and mentor all direct reports, while creating a positive and productive work environment; knowledge of NCAA rules and regulations; and knowledge of Division I Athletic programs; proven ability to establish and maintain effective working relationships with students, fellow employees; program boosters and the public; ability to communicate effectively with highly honed interpersonal skills. The possession and maintenance of a Florida driver’s license and acceptable driving record is required.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:
- Manage the development and implementation of a comprehensive ticket program for Stetson Athletics, which includes 8 ticketed sports: football, baseball, softball, volleyball, men’s and women’s basketball and men’s and women’s soccer
- Build and maintain season, single game and mini plan inventory and sporting venues using the AXS/Veritix ticketing system
- Report ticket sales revenue, reconcile events, manage deposits and all financial reporting for the ticket office and project revenue and expenses for future budgetary consideration and athletic department goals
- Direct the timely and effective execution of all sale and operation functions of the ticket office, including invoicing season ticket holders, ticket mailings, parking distribution and promotional plans
- Ensure all ticket distributions are compliant with NCAA, Atlantic Sun and Pioneer Football League regulations
- Supervise one graduate assistant and 25 student employees by hiring, training, scheduling and evaluating all staff according to athletic department and customer needs
- Maintain and provide daily content for @HatterTickets, the official twitter account of the Hatter Ticket Office
- Collaborate with the Director of Ticket Sales on group experiences for charities, businesses and other organizations
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- Work closely with the Assistant Athletic Director for External Operations on the implementation, representation and distribution of the Hatter Athletic Fund, designed to enhance alumni engagement and support Stetson Athletics
- Coordinate Hatter Athletic Fund donor benefits for football and basketball, including parking and pregame hospitality
- Provide exceptional customer service to all potential and current customers and proactively contribute to the resolution of any client issues while building and maintaining relationships with season ticket holders
- Maintain all ticket office inventory, including laptops, BOCA printers and scanners while ensuring all software is up to date and equipment is fully functional

APPLICATION PROCEDURE: Please submit a letter of application, which address the qualifications, a resume, and/or application, with names, addresses, and telephone numbers of three professional references to Stetson University, Inc.; Office of Human Resources; 421 N Woodland Boulevard, Unit 8327, DeLand, FL 32723. FAX: (386) 822-7562 E-MAIL: humres@stetson.edu.

Complete application, available online.

Stetson University is an Equal Opportunity Employer that affirms cultural diversity and inclusion as a core value of academic excellence at Stetson University. We are committed to achieving equal access in education, employment, and participation through the recruitment and retention of outstanding faculty, staff, and students from diverse backgrounds, and to meaningful academic and intellectual transformation in curriculum, research and service. We are dedicated to actions and policies that foster a community in which individuals with various identities, cultures, backgrounds, and viewpoints work together to create opportunities for engagement through rewarding and fulfilling careers and personal experiences in a culturally and racially diverse society and a globalized world. We strongly encourage members of historically under-represented and economically-disadvantaged groups and women to apply for employment. Stetson University is an EEO, ADA, ADEA, and GINA employer.