

**Title:** Ticket Seller Supervisor  
**PG:** 12  
**Status:** Non-Civil Service  
**Position Reports to:** Box Officer Manager and/or Assistant  
**Department:** The Lakeland Center

**Class Code:** 8229  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This position consists of supervising the Ticket Sellers routine duties with the sale of tickets for The Lakeland Center and other venues on Ticketmaster system. This position includes overseeing all clerical duties, orders office supplies, balances all Ticket Sellers sales reports with cash income and handles end of day closing. Helps coordinate the daily operation and works directly under the supervision of the Box Office Manager and Assistant Manager.

**ESSENTIAL FUNCTIONS:**

1. Handles relocates/upgrades on all subscriptions and ticketed events.
2. Processes various reports and performs all related clerical duties.
3. Directs and assists Level I, II & III Ticket Sellers when needed.
4. Cash out Level I, II & III sellers at the end of the day and after a show.
5. Trains new sellers of all responsibilities.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Advanced Ticketmaster knowledge (i.e. reclass, accounts, etc).
2. Must have all basic criteria met from the employee work pool.
3. Must have a working knowledge of 12th grade math.
4. Ability to perform all duties outlined in Ticket Seller I, II & III.
5. Ability to handle large sums of money and complete seller reports.
6. Ability to handle and resolve patrons concerns and complaints in a calm and professional manner.

**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, or routine keyboard operations.  
The job risks exposure to no significant environmental hazards.  
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

**QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):**

1. High School diploma or GED is required.
2. Have at least three (3) years of computer experience, cash handling experience, and ticket selling experience, along with at least three (3) years experience in general office and clerical duties.
3. Must have one (1) year experience as a supervisor.
4. Completion of City University Level one (1) or completion within twelve (12) months.

**SPECIAL REQUIREMENTS:**

1. FBI background check is required for this position.
2. Must obtain and maintain a valid state of Florida driver's license.
3. May be required to maintain a valid home telephone number.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.