



Position: Director of Ticket Operations Salary: Yearly salary, plus benefits (salary based on experience)	Remit Cover Letter and Resume to: Alison Beal- Asst. GM abeal@scheelsarena.com
Reports To: Assistant General Manager	Fargo Force/Scheels Arena 5225 31 st Ave. South Fargo, ND 58104

SUMMARY

Scheels Arena and the Fargo Force are looking for a Director of Ticket Operations to oversee all ticketing operations for the building and the hockey team.

PRIMARY RESPONSIBILITIES

- Maintain and oversee the entire ticketing platform for Scheels Arena and the Fargo Force, including building events in conjunction with Ticketmaster.
- Oversee the day-to-day operations of the box office including cash flow, daily reconciliation, and daily reports
- Manage all relevant financial reporting including ticket settlements, event settlements and other internal ticket-related reports
- Work closely with the events department and ticketing company to ensure success with all event announcements and public on sales
- Establish a good working relationship with venue partners, promoters and third party vendors
- Work with key clients to set up events including the overall ticket builds, maintain seating manifests, event maps
- Maintain an understanding of the contractual agreements for each event, such as contracts, box office charges, facility fees, etc.
- Supervise box office and ticketing staff during all ticket-related events, including Scheels Arena events and Fargo Force games
- Responsible for hiring, training and scheduling box office staff as well as communicating event information to the box office staff on a regular basis
- Work closely with Scheels Arena and Fargo Force front office staff to facilitate all ticketing needs
- Demonstrate excellent customer service skills, respond promptly to customer inquiries and requests
- Serve as the main contact and produces all communication for suite owners
- Handle all in-bound calls for ticketing related items (sales, questions/concerns)
- Help to create season ticket booklets for the Fargo Force, as well as to facilitate all ticketing related items for the single game ticket on-sale
- Coordinate with Fargo Force staff on creation of all ticketing related marketing materials

QUALIFICATIONS

- 1-3 years' experience in management and/or ticketing required
- Experience in the sports or events industry
- Experience with Ticketmaster ticket platform
- Strong communication skills
- Strong management skills
- Excellent customer service
- Experience in working with a ticketing system and creating ticketing contracts
- Ability to work nights and weekends

COMPENSATION

- This is a base salary position. Full benefits package including health insurance, 401(k), paid time off, and more.