Alerus Center, the most *entertaining* place to work in Grand Forks is seeking a

Full-Time, Contracted Ticket Office Coordinator

Alerus Center is seeking a detail-oriented, customer focused individual to join our team as **Ticket Office Coordinator**. The **Ticket Office Coordinator** is directly responsible for all event ticketing functions. The ideal candidate has the ability to work independently, is highly organized and exhibits a level of knowledge in computerized event ticketing, accounting principles and customer service.

Essential functions include, but not limited to:

1. Coordinates the overall operation of the ticket office including the set-up, sale, and accounting for all ticketed events at the building with contracted ticketing provider;
2. Assures the proper accounting of all money and tickets for events serviced by the building including daily cash deposits, credit card sales, and invoicing for accounts;
3. Serves as liaison with contracted ticketing provider and assures compliance with all service standards and contract provisions;
4. Serves as liaison with UND Athletics' designated ticketing manager on set-up, sales, accounting, and inventory management of UND Football Season Tickets and individual sales;
5. Works closely with event promoters on a daily basis to provide customized service, advice, assistance, and ticket sales status information;
6. Conducts the hiring, training, appraisal, and discipline of all ticket office personnel;
7. Maintains daily records of business transactions, including but not limited to, daily sales, accounts receivable, show reports, complimentary tickets, and the recording and deposit of daily receipts;
8. Assists with the collection and dissemination of marketing information as related to ticket sales;
9. Prepares night of event ticket office reports and accounting, and assists senior staff in event settlement with promoters;
10. Administrates group sales program and, as needed, subscription series accounts for building clients;
11. Handles complaints, ticket problems, and customer service issues in a fair, professional, and courteous manner.
12. Maintains hardware and software necessary for computerized ticket operations including workstations, ticket printers, and ticket entry scanners;
13. Actively participates in other facility departments as directed including Event Management, Marketing, and Accounting.

QUALIFICATIONS (Knowledge, Skills and Abilities)

Knowledge: Minimum Associates Degree, (Bachelor's Degree preferred) from an accredited college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

Skills: Necessary skills required to effectively perform the duties of the position include: A demonstrated knowledge of computerized ticketing systems; accounting and finance procedures; knowledge of supervisory principles and practices; ability to work flexible schedules including evenings, weekends and holidays.

Experience with Microsoft Office software (Outlook, Word, Excel, etc.) is essential. Network and computer maintenance skills are desired as well as willingness to assist other personnel with computer related problems and internal troubleshooting.

Abilities: Ability to read and comprehend simple instructions, short correspondence, and memos; Ability to write simple correspondence; Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages; Ability to apply concepts of basic math on an Excel spreadsheet, calculator, ten key adding machine, or cash register.

Ability to interpret and carry out a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to deal with problems involving several concrete variables in standardized situations.

Salary commensurate with experience.

Must be able to work flexible hours including evenings, weekends and holidays.

A City of Grand Forks application packet and resume are required to be considered for the position. Application packets can be obtained online at www.aleruscenter.com or www.grandforksgov.com and Grand Forks City Hall or at the Alerus Center Administrative Offices.

Closing Date: Open until filled.
Mailing Address: 1200 42nd Street S | Grand Forks, ND 58201
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