

CHICAGO CUBS POSITION DESCRIPTION

JOB TITLE: Manager, Sloan Park Ticket Office (Spring Training)
DEPARTMENT: Spring Training -Ticketing – Mesa, AZ
REPORTS TO: Assistant Director, Business Operations
FLSA STATUS: Non-Exempt

ROLE

This position is responsible for the oversight of Ticket Office at Sloan Park in Mesa, Arizona. The Manager, Sloan Park Ticket Office's responsibilities will include the managing of the box office operations at the ballpark. This is a seasonal position that will start in September and end on March 31st.

RESPONSIBILITIES

- Assist with the renewal process of Cubs spring training season tickets
- Responsible for the operation of the delivery of the season tickets to Cubs plan holders
- Manage ticket office operations on game days and during normal business hours
- Training of all ticket sellers on the Pro Venue ticketing system
- Responsible for scheduling and payroll of all ticket sellers
- Compile cash banks of various denominations for ticket sellers
- Daily reconciliation of ticket sellers
- Fulfill all group sales orders that come through the Cubs Spring Training sales staff
- Handle all ticket related customer service duties for the Cubs
- Primary contact for many local businesses for their ticket needs
- Assist the Cubs accounting department in the financial reconciliation of all ticket sales
- All other duties assigned by AD of Business Operations

REQUIRED QUALIFICATIONS

- Prior experience managing a group of part-time employees
- Prior experience handling large volumes of cash
- Excellent communication skills
- Ability to work all games (nights and weekends), requiring non-standard work hours
- Must be able to bend, stoop, kneel, as required to access the Ticket Office vault and compile cash banks
- Must be able to work sitting at a desk for extended hours, including consecutive days of non-standard work hours for games and special events
- Prior experience working with a ticketing system

PREFERRED QUALIFICATIONS

- 1 – 2 years prior sales or customer service experience
- Experience using Pro Venue ticketing system