Staff / MPP Position Description

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| HR USE ONLY | |
| Conflict of Interest (COI) Designated: ☐ Yes ☐ No    Mandated Reporter: ☐ Limited ☐ General ☐ N/A | **HR Reviewed By & Date:** |

Conflict of Interest Per Political Reform Act of 1974

If the person holding this position is considered a ‘Conflict of Interest Designate’, under the Political Reform Act of 1974. They are required to comply with the requirements set forth in Conflict-of-Interest codes as a condition of employment.

Mandated Reporter Per CANRA

If the person holding this position is considered a ‘mandated reporter’, under the California Child Abuse and Neglect Reporting Act. They are required to comply with the requirements set forth in [CSU Executive Order 1083](https://calstate.policystat.com/policy/10927154/latest/#attachments/c69e6c3b-de81-4119-9dcb-ead514145a9a/EO-1083%20AttachB_Final%20Draft.pdf) as a condition of employment.

# SECTION I. POSITION INFORMATION

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| --- | --- |
| **Reason for Position Description (Please check all that apply):** | **☐** Classification Review **☐** Update Position Description  ☒ New Position ☐ Existing Position ☐ Temporary Reassignment  ☐ Permanent Reassignment ☒ Recruitment |
| **This position description is being submitted by:** | ☐ Employee ☐ Supervisor/Lead  ☒Dean/Chief Administrator |
| **Effective Date:** | 8/1/2024 |
| **Division:** | Enrollment Management & Student Success |
| **Department:** | Gutswurrak Student Activities Center/Conference & Event Services D40081 |
| **Employee Name:** |  |
| **Humboldt Employee ID:** |  |
| **Current Classification:** | AA/S-I E, 12 mo. |
| **Position Number:** |  |
| **FLSA Status:** | ☒ Exempt (not overtime eligible) ☐ Non-exempt (overtime eligible) |
| **Working Title:** | University Ticket Office Coordinator |
| **Time Base:** | 1.0 FTE |

# SECTION II. PURPOSE OF POSITION

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| **State the basic purpose of the position in one or two specific statements.** | Under general supervision of the Gutswurrak Student Activities Center (SAC) Executive Director, the University Ticket Office Coordinator is responsible for the administration of the university ticketing system for campus events. This position will oversee all aspects of ticket operations including reconciling deposits daily, maintaining a website for ticket sales, training & supervising students/staff, and responding to inquiries in-person, by phone, or by email. This position will work closely with customers, the campus ITS team, and the cashier’s office to ensure complete compliance with campus policies as it relates to ticketing. |

# SECTION III. MAJOR RESPONSIBILITIES

List the major responsibilities/functions of the job in descending order from the most important to the least important. Indicate approximate percentage of time spent in each (percentages should not be less than 5%). An Essential Function is a job-related task that is essential to the job. A marginal function is a job-related task that is not an essential aspect of the job. Essential Functions and Marginal Functions should have a combined total of 100%.

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| **Description of Major Responsibilities:** | **Essential Functional or Marginal Function ?** | **(%) Percent of Time** |
| **35% Oversees the University ticketing software (AudienceView)**   * Coordinate ticketing needs identified by the External Lease Coordinator for external events on campus that may require ticket sales to be handled through the University ticketing system.  This includes setting up the event for sale, sharing direct links and notifying the front counter staff regarding the event to manage the scheduling of season and single ticket sales. Ensure timely availability of tickets for sale, aligning with predetermined schedules and deadlines. * Collaborate with campus partners hosting ticketed events to manage the scheduling of season and single ticket sales. Ensure timely availability of tickets for sale, aligning with predetermined schedules and deadlines. * Maintain and update the University Ticket Office website with accurate box office event information, policies, venue information, etc. * Accurately input event data into the ticketing system and identify and resolve event related errors, create or modify new venue information as needed. * Coordinate targeted ticketing campaigns, oversee the group ticketing process for events as required, and manage group sales prospecting and transactions. * Coordinate mass mailings, and emails of promotional materials and event information from the ticketing system. * Train staff in ticket operations software usage. * Provide onsite event support and **after-hours** office support. Ensure problems are resolved in a timely fashion. * Serve as technical subject matter expert for the university ticket system platform. Remain current with new software/product releases and all technology products. Provide ongoing system maintenance. Troubleshoot software and hardware issues by thoroughly investigating bugs, product issues, etc. and communicating the results to leadership, product team, and ITS. | E | 35 |
| **30% Coordinate the University Ticket Office**   * Coordinate and lead day-to-day box office operations, implement and maintain box office standards. Fulfill all office duties including answering phone calls, questions and emails about payments, fees or upcoming events/services, night of event ticketing, cash balancing and depositing, and sales of tickets through the campus ticketing system. * Coordinate daily ticket sales and work with patrons on ticket refunds and exchanges. * Prepares, processes, and/or reviews a variety of business documents (e.g., invoices, requisitions, purchase orders, administrative forms) and financial transitions (e.g., reconciliation of ticket sales, cash, daily deposits.)  Issues refunds and/or check requests for customers. Arranges transport of monies to Financial Services. * Tracks a variety of data and generates reports as needed. Creates and monitors financial reports.  Researches and resolves accounting discrepancies as needed. * Prepare final audits and other reports for settlement. * Evaluate and set box office policies and procedures. Updates and maintains an office manual for workers to reference. * Hires, trains, schedules and supervises ticket and box office staff to ensure that all associates are providing superior customer service and ensuring compliance with system controls and cash handling procedures. * Delivers a high level of customer service at all times including responding to inquiries from patrons regarding ticket needs, complaints and other issues. | E | 30 |
| **15% Oversee the ticket sales at door/gate of event including but not limited to Gutswurrak Student Activities Center, Cal Poly Humboldt Presents, and Department of Dance, Music & Theatre; evening and weekend hours.**   * Pick up and return gate ticketing operational needs from University Ticket Office; collect ticket stock, will-call, change fund, comp lists & scanners. * Ensure timely set up of gate for events; process ticket transactions for guests as well as handle will-call distribution. * Manage event ticketing requests for refunds, exchanges, and oversee resolution of customer service concerns. * Maintain a professional and courteous attitude towards all guests; provide directional assistance to guests as requested. * Administration of daily box office cash deposits, safeguarding tickets, and timely delivery of gate monies to safe following events. * Hire, train, schedule and supervise on-site box office employees to ensure that all associates are providing superior customer service to the consumer and following institutional protocols. * Provide event box office oversight as needed. * Reconcile night of show sales and cash balancing in the ticketing system. | E | 15% |
| **15% Provide Administrative Support**   * Prepare, reconcile, and analyze performance sales and financial reports and maintain databases. * Coordinate and maintain records of community engagement through membership drive, donations, and sponsorship. Responsible for writing thank you notes to donors and preparing invoice requests for annual sponsors as needed. * Coordinate the Artists & Schools series; mailing of Artists & Schools brochures and process incoming reservations, prepare confirmations and invoice requests for billing, plan logistics for events such as seating, and work with public safety on school bus traffic flow and staffing for events. * Provide back up support to SAC Office Coordinator for payroll and other related office duties. * Other similar administrative or program support as needed or assigned. | E | 15 |
| **Other duties as assigned.** | M | **5** |
| **Total =100%** | | 100 |

# SECTION IV. CHANGES IN RESPONSIBILITES

1. What overall percentage of changes occurred in the assigned duties and responsibilities since the position was filled or the last review? Be specific. If responsibilities have increased or decreased, which ones and in what way? What new duties were added and what did they replace?

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| **Changes in Responsibilities:** | **(%) Percent of Change** | **Date Changed** |
| **Removed section “Provide clerical and administrative support for SAC and CenterArts”** *(to be transferred to new position SAC Office Coordinator)*   * Establish and maintain record keeping systems for the administrative office. Prepare payment requests, invoice requests, procard reconciliations, and other accounting duties as assigned. * Purchase office supplies and equipment. * Assist with processing contracts and coordinate the requisitions and payments for artists, performers and vendors as required by procurement guidelines. * Oversee student services front counter operations, including game controller check out, locker rentals, poster distribution, coffee area, and commuter lounge kitchen areas. * Coordinate meetings, correspondence, and various administrative projects as necessary for the SAC offices. * Assist in creating, maintaining, and updating department policies and procedures. | -30% |  |
| **Added tasks to “Provide Administrative Support”** as these were removed when the existing SAC Office Coordinator PD was created, but should return to the Ticket Office Coordinator PD.These were never added to any other PD.   * Prepare, reconcile and analyze performance sales and financial reports and maintain databases. * Coordinate and maintain records of community engagement through membership drive, donations and sponsorship. Responsible for writing thank you notes to donors and preparing invoice requests for annual sponsors as needed. * Coordinate the Artists & Schools series; mailing of Artists & Schools brochures and process incoming reservations, prepare confirmations and invoice requests for billing, plan logistics for events such as seating, and work with public safety on school bus traffic flow and staffing for events. | +10% |  |
| **Oversee the scheduling, timekeeping and training of student assistants and hourly, non-student staff** *(to be transferred to new position SAC Office Coordinator)*   * Maintain the timekeeping system, adjusting schedules for sick and no shows and entering data for payroll reporting as needed. * Processes payroll forms and appointments documents for professional, temporary, contract and student employees. Ensures completeness and accuracy of payroll processes, including the processing of time sheets. * Monitor timekeeping systems, communicate payroll timeliness and procedures to employees. * Assist with hiring, training, and supervising student assistant and hourly non-student staff. | -25% |  |
| Divided the following task **“Manage university ticket office, oversee the campus ticketing platform and coordinate ticket sales for campus events including but not limited to SAC, CenterArts, Athletics and Dance, Music & Theatre”** into two sections:   * **Manage the University Ticket Office** * **Oversees the University ticketing software (AudienceView)**   Existing workload and responsibilities required an adjustment of an additional 30% | +30% |  |
| Added the following tasks to University Ticket Office Duties that were removed during the SAC Office Coordinator PD 12/2022 update, as these duties are assumed by the Facilities Lease Coordinator, in which that position does not have bandwidth to assist with any ticketing related duties.  Oversee the ticket sales at door/gate of event including but not limited to Gutswurrak Student Activities Center, CenterArts, and Department of Dance, Music & Theatre (requires presence evening & weekend hours) | +15% |  |

1. *Did the new duties transfer from another employee? If so, which employee? If the added duties*

*replace other assignments, what will happen to the duties that were removed? (List other positions*

*affected and summarize impact, if applicable.)*

*This is a new position that will relieve the SAC Office Coordinator of some existing duties as well as provide additional support to the ticket office and website.*

# SECTION V. WORK DIRECTION OVER OTHERS

If this position leads (or manages/supervises if MPP) other positions, then list the classifications. Indicate type of direction, whether direct (directly supervises the position and conducts performance evaluation, MPP Only) or indirect (acting in a lead capacity or assigning work).

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| **Classification** | **Working Title** | **Type of work direction**  **(Direct or Indirect)** |
| Student employees | Student Assistants | Indirect |
| Intermittent hourly employees | Intermittent Hourly Leads | Indirect |
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# SECTION VI. POSITION REQUIREMENTS:

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| **List education and years of experience required, as listed in Classification Standards. If applicable, include necessary certificates and licenses (Driver’s License).** | Requires general knowledge and skills in the applicable administrative and/or program field with a foundational knowledge of public administration principles, practices, and methods.  This foundation would normally be obtained through a bachelor's degree and/or equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs.  Must possess a valid California Driver’s License. |
| **List REQUIRED skills, knowledge, and abilities required for this position** | **a. As listed in classification standard:**  ♦ Working knowledge of and ability to apply standard theories, principles, practices, and techniques applicable to the program and/or administrative specialty to develop conclusions and make recommendations.  ♦ Thorough knowledge of policies, procedures, and outside regulations pertaining to the applicable program and/or administrative specialty.  ♦ Working knowledge of operational and fiscal analysis and techniques.  ♦ Ability to take initiative and independently plan, organize, coordinate, and perform work in various situations where numerous and diverse demands are involved.  ♦ Skill in the research, development and evaluation of policies and programs, including skill in the collection, evaluation, and interpretation of data to develop sound conclusions and make appropriate recommendations.  ♦ Expertise in investigating and analyzing problems with a broad administrative impact and implications. Ability to anticipate problems and address them proactively.  ♦ Demonstrated ability to effectively interpret, organize, and present information and ideas in written or presentation form.  ♦ Ability to train others on new skills and procedures and provide lead work direction.  ♦ Experience working with a diverse group of individuals.  b. As related to major responsibilities for this position:  ♦ Ability to maintain composure in the face of resistance or hostility when dealing with customers.  ♦ Ability to quickly and creatively solve varying customer service issues using own judgment and initiative.  ♦ Demonstrated commitment to customer service by providing timely responses to a high volume of requests.  ♦ Ability to adapt to frequent changes in work demands and workload.  ♦ Skill in working as a team member and collaborating with others to achieve required results. |
| **List PREFERRED skills, knowledge, and abilities required for this position.** | ♦ Knowledge of accounting and financial record-keeping techniques.  ♦ Knowledge of cashiering principles, practices, and techniques.  ♦ Ability to organize and plan work to meet schedules and deadlines.  ♦ Demonstrated ability to provide attention to detail and accurately record data.  ♦ Ability to learn and operate computer hardware and software.  ♦ Comprehensive knowledge of event ticketing procedures and practices.  ♦ Demonstrated strong customer service skills.  ♦ Thorough knowledge of applicable university infrastructure, policies, and procedures.  ♦ Equivalent to 5 years of progressively responsible administrative experience which has provided the applicant with the knowledge and abilities listed above.  ♦ Experience with systems such as Peoplesoft, OBI (Oracle Business Intelligence), Zoom, and Google Suite.  ♦ Experience with ticketing software such as AudienceView.  ♦ Experience working with college students.  ♦ **See related KSA above:** ~~Ability and willingness to work frequent evenings and weekends.~~ |

**SECTION VII. *Background Check, Credit Check, and Sensitive Information:***

1. **Background Check***: A background check must be satisfactorily be completed before a candidate can be offered this position. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for this position. The background check consists of the following: Employment and education verification, reference checks, and checks of the following systems and databases: National Social Security number/Address Locator, Felony/Misdemeanor, National Criminal Database, Federal Criminal, Department of Motor Vehicles, and National Sex Offender Registry.*
2. **Credit Check**: Credit checks will only be performed for new hires or current employees who are voluntarily reassigned or reclassified into a position that requires a credit check. To determine if this position requires a credit check, please consult with Classification & Compensation Services and reference the [CSU Background Check Policy](https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy) located at: <https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy>.

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| **Does this position require a credit check?** | ***Yes***☐***No***☒ |

1. Sensitive Position*:* For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the [CSU Background Check Policy](https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy) located at: <https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy>, complete Attachment B.

|  |  |
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| **Does this position meet the criteria for a sensitive position?** | ***Yes***☒***No***☐ |

# SECTION VIII. SIGNATURES

Signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to position.

Employee’s Signature & Date

Supervisor’s or Lead’s Signature & Date

Wendy Sotomayor, Executive Director, SAC

Dean’s or Chief Administrator’s Signature & Date

Dr. Mitch Mitchell, AVP of Enrollment Management & Student Success/Dean of Students

# Attachment A

Complete for all positions

**To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.**

**Physical Summary:** Choose one description out of the categories below that best describes this position.

☐  **Sedentary Work:** Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).

☒  **Light Work:** Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.

☐  **Medium Work:** Job **i**nvolves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.

☐  **Heavy Work:** Job involves lifting more than 40 pounds. Approximately half of the incumbent’s time will be spent walking, standing, squatting, kneeling, or climbing.

**Use codes below for each of the item(s) which most accurately describes the extent of the specific activity performed in this position.**

“C” = constantly or 6-8 hours per day “F” = frequently or 3-6 hours per day

“O” = occasionally or up to 3 hours per day “N” = never

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| **Physical Requirements of the Position** | | **Mental Requirements of the Position** | |
| F | Bending (neck) | C | Reading & Comprehending |
| O | Bending (waist) | C | Writing |
| N | Climbing | C | Performing Calculations |
| N | Crawling | C | Communicating Orally |
| O | Kneeling | C | Reasoning & Analyzing |
| O | Pushing/Pulling | C | Decision Making |
| C | Sitting |  | Other: |
| O | Squatting |  | Other: |
| F | Standing | **Environmental Working Conditions** | |
| O | Twisting (neck) | O | Exposure to variations in temperature/humidity |
| O | Twisting (waist) | N | Exposure to chemicals, gases, dust or fumes |
| F | Walking | O | Operates machinery or drives motorized equipment |
| F | Handling Objects | N | Exposure to bio-hazards |
| F | Manual dexterity | C | Working in normal office environment |
| O | Reach above/below shoulder | F | Uses specialized equipment |
| N | Using foot controls |  | Other: |
|  | Other: |  | Other: |

# Attachment B

Complete for all positions

***Sensitive Position:*** *For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the CSU Background Check Policy located at:* [*https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy*](https://csyou.calstate.edu/Policies/HRPolicies/HR2017-17.pdf#search=background%20check%20policy)*.*

|  |  |  |
| --- | --- | --- |
| *Consideration for designation as a sensitive position per HR Technical Letter 2017-17* | | |
| 1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property? | ☐Yes ☒ No | Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a). |
| 1. Does this position have authority to commit financial resources of the university through contracts greater than $10,000 | ☐Yes ☒ No |  |
| 1. Does this position have access to, or control over, cash, checks, credit cards, and/or credit card account information? | ☒Yes ☐ No |  |
| 1. Does this position have responsibility or access/possession of building master or sub-master keys for building access? | ☒Yes ☐ No |  |
| 1. Does this position have access to controlled or hazardous substances? | ☐Yes ☒ No |  |
| 1. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive? | ☒Yes ☐ No |  |
| 1. Does this position have control over campus business processes, either through functional roles or system security access? | ☐Yes ☒ No |  |
| 1. Does this position have responsibilities that require the employee to possess a license, degree, credential or other certification to meet minimum job qualifications and/or to qualify for continued employment in an occupation or position? | ☐Yes ☒ No | **List professional licensing, certification, and/or credential verification required:** |
| 1. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death? | ☐Yes ☒ No | Motor Vehicle Records/Licensing Check is required |
| **If you answered yes to any of the questions above, this position shall be deemed a sensitive position which may require additional background components.** | | |

# Attachment C

Complete for MPP Positions Only

**Mental Effort:**

*Enter frequency of occurrence for all applicable activities using the following key:*

“C” = constantly or 6-8 hours per day “F” = frequently or 3-6 hours per day

“O” = occasionally or up to 3 hours per day “N” = never

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Planning** | | **Performance Evaluations** | | |
|  | Forecast |  | Determine Performance Standards | |
|  | Set Program Goals |  | Authorize/Approve Awards | |
|  | Determine Budget Allocations |  | Prepare Performance Evaluations | |
|  | Establish, Implement, Revise Policies |  | Observe/Follow-Up daily | |
|  |  |  | Correct Work/Behavior Problems | |
| **Organization** | | **Employee Relations** | | |
|  | Describe Relationships Between Functions |  | Initiate Corrective Action | |
|  | Define Department/Divisional Structure |  | Authorize Formal Discipline | |
|  | Establish Priorities to Meet Goals |  | Administer Collective Bargaining Agreements | |
|  | Schedule Work for Employees |  | Prepares/Investigates Grievance Awards and Complaints | |
|  | Implement procedures |  | Formulates/Represents University Position for Formal Grievances/Complaints | |
|  | Determine work methods |  |  | |
|  | Balance multiple tasks/projects |  |  | |
| **Direction/Leadership/Supervision** | | **Other** | | |
|  | Educate |  |  | |
|  | Delegate |  |  | |
|  | Coordinate |  |  | |
|  | Coach/Train/Develop |  |  | |
|  | Recommend Formal Training |  |  | |
|  | Motivate |  |  | |
|  | Instruct/Demonstrate |  |  | |
|  | Schedule Staff/Readjust Schedule |  |  | |
| **Staffing** | |  |  |
|  | Define Roles |  |  | |
|  | Give Input to Position Descriptions |  |  | |
|  | Determine Selection Criteria |  |  | |
|  | Recruit/Interview/Select |  |  | |
|  | Orient Staff |  |  | |
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