



Job/Position Description

Game Operations and Ticket Coordinator

APPLICATION PROCESS AND HIRING TIMELINE INFORMATION

To apply for this position you should submit a [KWU Employment Application](#), cover letter, resume/curriculum vitae, at least three references, and your salary requirements. Please email your application materials to hr@kwu.edu.

In your cover letter please pay special attention to matching your actual qualifications to the required qualifications listed in this Job Description. Make sure you reference the position title on the subject line of your email. No phone calls please.

The timeline for filling this job is:

- Applications will be taken until job is filled.
- Interviews will begin when qualified applicants are identified, and continue until the job is filled.
- The job starts as soon as January 10, 2022.

KWU is an Equal Opportunity Employer and encourages diversity in employment. We will not check references or past employers without first notifying you of our intent to do so. We will acknowledge receipt of your application as soon as we receive it.

ADMINISTRATIVE INFORMATION

POSITION: Game Operations and Ticket Coordinator

POSITION'S MAJOR OFFICE: Athletics

MAJOR OFFICE RESPONSIBILITIES: Athletics is responsible for operations of 25 athletics teams, meeting the requirements of National Association of Intercollegiate Athletics (NAIA) and Kansas Collegiate Athletic Conference (KCAC) regulations. The program recruits students to meet roster minimums; focuses on retention by providing an outstanding student-athlete experience and counseling students appropriately on academic and other issues; enhances the physical, mental and social development of the student-athletes through rigorous practices, appropriate competition and off-field activities including community service; and provides a connection point for the campus, alumni and Salina community to the university.

POSITION'S DEPARTMENT: Athletics

POSITION'S DEPARTMENT RESPONSIBILITIES: The Game Operations and Ticket Coordinator is responsible for all aspects of game operations and game management, including gameday ticket operations, frequent and thorough communication with game officials, supervision of student and community game workers, and inventory of all game-operations related equipment. The position works closely with the Director of Athletics to create, implement, and maintain comprehensive single-game and season ticket program. The position supports Kansas Wesleyan University's commitment to a Model NAIA Athletics Program through a superior gameday experience.

POSITION'S DIRECT SUPERVISOR: Steve Wilson, Director of Athletics

DATE POSITION LAST REVIEWED OR ANALYZED: December 15, 2021 **REVISED BY:** Steve Wilson, Director of Athletics

POSITION'S EMPLOYMENT STATUS: Full-Time, Staff, Exempt (Teaching Duties Exemption), Salaried, At-Will. Duties in addition to coaching responsibilities.

POSITION'S SALARY OR SALARY RANGE AND BENEFITS: Salary to be determined at hiring based on the applicant's qualifications and experience. Please submit your desired salary with your application and supporting documents. Benefits are available for full-time employees.

POSITION INFORMATION

POSITION'S SUMMARY: The Game Operations and Ticket Coordinator is responsible for all aspects of game operations and game management, including gameday ticket operations, frequent and thorough communication with game officials, supervision of student and community game workers, and inventory of all game-operations related equipment. The position works closely with the Director of Athletics to create, implement, and maintain comprehensive single-game and season ticket program. The position supports Kansas Wesleyan University's commitment to a Model NAIA Athletics Program through a superior gameday experience.

POSITION WORKS WITH: Works significantly with the student-athletes, Director of Athletics, Vice President for Advancement and University Operations, and Registrar and Faculty Athletics Representative. Also works with head and assistant coaches and other athletics staff members.

POSITION'S STAFF AUTHORITY: Gameday operations workers.

POSITION'S BUDGET AUTHORITY: Works with athletics director to recommend usage of game operations budget items.

POSITIONS PHYSICAL WORKING CONDITIONS: Office, weight room, on and off campus athletics facilities.

POSITION'S UNUSUAL HAZARDS OR WORKING CONDITIONS: None

POSITION'S EQUIPMENT: University phone, laptop computer, coaching tools and apparel.

POSITION'S WORK SCHEDULE: Position works significant hours, in addition to and arranged around teaching/coaching student athletes, recruiting, scheduled team practice and competition times, and staff meetings.

POSITION'S TRAVEL REQUIREMENTS: Limited travel for KCAC and NAIA conferences.

POSITION DUTIES AND PERFORMANCE STANDARDS

POSITION'S ESSENTIAL DUTIES:

1. Game Operations (30%)
 - Planning, in a systematic way, for hosting home events
 - Providing a job description for each gameday worker; hiring such workers
 - Completing a game script
 - Coordinating activities with spirit groups, national anthem performers, color guards
 - Coordinating pregame and halftime activities to include activities with campus or youth group
2. Gameday Management (30%)
 - On-site management of home events, including coordination of gameday employees
 - Greeting officials and ensuring that officials are escorted to and from the locker room
 - Report any incidents at home events
 - Ensure that attendance is tracked and recorded; ticket revenue is deposited on the next business day
3. Ticketing (30%)
 - Student & Campus Attendance Coordinator (10%)
 - Develop strategies to encourage student & campus attendance at home events
 - Coordinate efforts with Student Development staff
 - Community Outreach Coordinator (10%)
 - Develop strategies to encourage community attendance at-home events
 - Distribute schedule cards, posters and event flyers on and off campus
 - Youth Attendance Coordinator (10%)
 - Develop a marketing plan to reach out to youth groups in the community to encourage attendance at home events
 - Employ sales strategies to contact youth groups to sell tickets to home games or otherwise encourage attendance

POSITION'S OTHER DUTIES: This section lists the most important other (non-essential) results this position is to achieve. Indicate the percent of the position's work time required for achieving these results.

- Assist with departments events, including Night with the Yotes, Coyote Cup and Coaches Luncheons

- Works with Director of Athletics on ticketing aspects of community outreach, presenting to civic groups and community employers to encourage attendance in the business community.
- **Perform other duties as assigned by the position's supervisor.**

POSITION'S PERFORMANCE MEASURES AND STANDARDS: This section lists the specific performance measures and standards (goals) upon which this position's performance will be evaluated. Actual performance standards (goals) for each performance measure will be set in consultation with the position holder.

- Game Operations – confirmation of systematic strategy; good planning, written job descriptions and continual improvement.
- Game Management – appropriate proactive actions as the game manager; successful event operations; prompt and accurate records for ticket revenue
- Student & Campus Attendance Coordinator – specific strategies employed for home events, coordination with Student Life or other campus groups, increased student attendance, achieving student and faculty/staff attendance goals.
- Community Outreach Coordinator – a minimum of 10 communities (non-student) outreach events per year, successful distribution of information on campus and in the community (i.e., schedule cards, posters, others)
- Youth Attendance Coordinator – successful promotions to encourage student attendance; achieving youth attendance goals. Minimum of four youth-specific outreach events per year.

POSITION QUALIFICATIONS

EDUCATION:

- MINIMUM REQUIRED: Bachelor's degree.
- PREFERRED: Master's degree

CERTIFICATIONS/LICENSES:

- MINIMUM REQUIRED: First Aid/CPR certification (must be active within 60 days of employment); NAIA Champions of Character Character-Driven Coaches online course and Blood Borne Pathogen online training (both must be completed within 60 days of employment); Valid driver's license.
- PREFERRED: None

WORK EXPERIENCE:

- MINIMUM REQUIRED: Significant experience in collegiate athletics Must be a proven recruiter and have ability to build strong rapport with coaching staff.

KNOWLEDGE, SKILLS, ABILITIES, and ATTITUDES – KSAA'S:

- MINIMUM REQUIRED
 - Philosophical alignment with the mission and vision of Kansas Wesleyan University.
 - Demonstrable teamwork and team building skills.
 - Demonstrable priority setting and organizational skills.
- PREFERRED
 - None

NOTICE OF SPECIAL POSITION OR EMPLOYMENT REQUIREMENTS

1. THIS JOB DESCRIPTION IS NOT DESIGNED TO COVER OR CONTAIN A COMPREHENSIVE LIST OF ALL DUTIES AND RESULTS TO BE PERFORMED IN THIS JOB. DUTIES AND PERFORMANCE STANDARDS MAY BE ADDED, SUBTRACTED, AND/OR CHANGED BY YOUR SUPERVISOR AT ANY TIME DUE TO CHANGES IN DEPARTMENT OR UNIVERSITY REQUIREMENTS.
2. Unless exempt due to an employment contract signed by the President of the University, all employees of Kansas Wesleyan are considered as an “at-will” employee.
3. All employees of Kansas Wesleyan University are considered to be “responsible employees” pertaining to Title IX regulations concerning both the prevention and reporting of sexual assault or harassment situations. As such, all employees must communicate with the Title IX Coordinator if they witness or hear about a sexual assault or harassment situation.
4. Kansas Wesleyan University is an equal opportunity employer and complies with EEOC and ADA employment requirements. It is and has been the policy of Kansas Wesleyan University to grant equal opportunity to all qualified persons without unlawful discrimination based on race, color, gender, age, national origin, ancestry, ethnicity, disability, sexual orientation, religion, or veteran status. In order to fulfill its mission as a United Methodist affiliated institution, preference in hiring shall be given to persons who can affirm the Institution’s mission.
5. All “offers of employment” are subject to a criminal background check prior to employment.