The University of Iowa
Department of Intercollegiate Athletics

ANNOUNCEMENT OF POSITION VACANCY
Associate Ticket Director

Type of Position:  Regular 100% time; FLSA Exempt  
Apply By:  (no later than 14 calendar days from posting date)  
Salary: $40,000-$54,000

The University of Iowa Department of Athletics seeks applications for an Associate Ticket Director.  
This is a full-time position which includes full University benefits. The University of Iowa is a NCAA Division I institution and a member of the Big Ten Conference. The Department of Athletics manages 21 varsity sports programs and related events with a workforce of approximately 225 regular employees and 450 temporary employees. Athletics is a people-centric organization that operates under a “Win. Graduate. Do It Right.” philosophy. For more information regarding Athletics, please click here.

Responsibilities:  The successful candidate will be responsible for providing oversight of ticket system operations of the Athletic Ticket Office.

For a full job description, please send an e-mail to the contact listed below.

Benefits Highlights: Excellent fringe benefit package including paid vacation and sick leave; health, dental, life and disability insurance options; and generous employer contributions into retirement plans. This position will also be eligible for Athletics Specific Staff Privileges and Taxable Benefits.  
The University of Iowa is a Big Ten, nationally ranked research university with 30,000 students located in Iowa City. A vibrant community boasting excellent public schools, safe, comfortable neighborhoods, affordable housing, a highly educated population, and numerous cultural, recreational and sporting opportunities and events contribute to the Iowa City area frequently appearing high on the best-places-to-live listings. Go to "Working at Iowa" to learn more.

Required Qualifications:
• Bachelor’s degree or equivalent combination of education and experience.
• Minimum of two years of experience working in a ticket office.
• Working knowledge of and ability to:
  o Successfully utilize Paciolan ticketing software (including e.venue and e.access); typically demonstrated through a minimum of one year of practical experience,
  o Utilize excellent oral and written communication skills, as demonstrated by providing exemplary customer service to all constituents
  o Operate effectively within a highly regulated team environment.
• Demonstrates extensive proficiency in using basic office support software such as Microsoft Office (word processing, email, presentation software and spreadsheets).
• Excellent organizational skills and attention to detail.
• Ability to work constructively and collaboratively in a diverse environment, demonstrating strong interpersonal skills and ability to build trusting relationships;

Desirable Qualifications:
• Experience (typically a minimum of one year) in the management of the complete ticketing, event, and personnel needs in a university athletic ticket office for a full sport season is highly preferred
• Basic knowledge and understanding of the professionalism and intensity necessary to successfully contribute to a Division I athletics program.
• Working knowledge and the ability to
  o effectively supervise and manage temporary staff to ensure day-to-day operations run smoothly.
  o utilize ticket networking software and hardware, including scanning equipment.
  o comply with Division I NCAA policies and student-athlete guest complimentary admission processes.
Application Details:
Visit our website at [https://jobs.uiowa.edu](https://jobs.uiowa.edu) and search for keyword “Ticket Director”. Only applications submitted at [https://jobs.uiowa.edu](https://jobs.uiowa.edu) will be accepted.

- Job openings are posted for a minimum of 14 calendar days and may be removed from posting and filled any time after the original posting period has ended.
- Applicants must upload a resume and cover letter and mark them as a relevant file to the submission. Applications without both a cover letter and resume will be considered incomplete and ineligible for consideration.
- The successful candidates will be subject to a credential and criminal background check, as well as a review of their driving record.
- Five professional references will be required at a later step in the recruitment process.
- As a part of the University of Iowa’s review of your application and consistent with its policies and practices, the University may access and/or view information about you that is job-related and publicly available on the internet, including but not limited to information on social media sites. The access, viewing and/or use of such information is governed by the University’s [Policy on Human Rights](https://www.iowastate.edu/policies/online/Policy_on_Human_Rights), as well as state and federal law.

For questions or additional information, please contact athl-human-resources@uiowa.edu.

*The University of Iowa is an equal opportunity/affirmative action employer. All qualified candidates are encouraged to apply and will receive consideration for employment free from discrimination on the basis of race, creed, color, religion, national origin, age, sex, pregnancy, disability, genetic information, status as a U.S. veteran, service in the U.S. military, sexual orientation, gender identity, associational preferences, or any other classification that deprives the person of consideration as an individual.*