



Athletics Game Day & Ticket Operations Manager

POSITION:	Athletics Game Day & Ticket Operations Manager
SUPERVISOR:	Associate Athletic Director
DEPARTMENT:	Athletics
LOCATION:	On-campus, located in Tiffin, OH
JOB TYPE:	Full-time, 9-month position (August 16 th – May 15 th)
GRANT-FUNDED:	No
SOC CODE:	27-2022

General Job Description:

The Athletics Game Day & Ticket Operations Manager is responsible for overseeing all aspects of game day management and ticketing operations to ensure a seamless and successful experience for fans, student-athletes, coaches, officials, and staff. This role manages event logistics, coordinates and supervises game day personnel, oversees ticketing operations, and serves as the primary point of contact for game officials before and during events, including coordinating communication and addressing their game day needs. The Athletics Game Day & Ticket Operations Manager proactively resolves operational issues as they arise and plays a key role in delivering a safe, organized, and exceptional game day experience while upholding the standards of the athletic department.

This is a 9-month position, with employment running annually from August 16 through May 15.

Key Responsibilities:

Game Day Management:

- Plan, coordinate, and execute all aspects of game day operations, including event setup, logistics, game administration, and post-event teardown.

Ticket Operations:

- Oversee all game day ticketing operations, including ticket sales, will call, pass lists, admissions staff, customer service, and resolving ticket-related issues to ensure an efficient entry process and positive fan experience.

Facility Scheduling & Facility Operations:

- Assist with athletic facility operations, including scheduling athletic venues for practices, competitions, camps, and special events while coordinating with campus partners to maximize facility usage. Assist with identifying and addressing facility maintenance issues and support facility improvement projects, upgrades, and renovations to ensure athletic venues remain safe, functional, and event-ready.

Staff Supervision:

- Recruit, train, schedule, and supervise game day staff, including ticket personnel, ushers, security, concessions, and volunteers, ensuring all positions are adequately staffed and responsibilities are carried out effectively.

Game Administration:

- Serve as the game day administrator and tournament director for assigned events, and assist with administrative responsibilities during home and away contests.

Officials Coordination:



- Serve as the primary point of contact for game officials before and during competitions, including confirming assignments, communicating game day information, coordinating hospitality, and addressing any needs or concerns.

Fan Experience:

- Foster a welcoming, safe, and engaging environment by providing excellent customer service and promptly addressing fan questions, concerns, and operational issues.

Communication & Coordination:

- Act as the primary liaison among coaches, teams, officials, vendors, campus departments, and game day personnel to ensure effective communication and seamless event operations.

Safety & Compliance:

- Ensure compliance with institutional, conference, and NCAA policies, as well as all safety and emergency protocols, coordinating response efforts when necessary.

Budget & Resource Management:

- Assist in managing game day operational budgets, ticket revenue reconciliation, and event-related expenses while maintaining fiscal responsibility.

Event Evaluation:

- Conduct post-event reviews to evaluate operational effectiveness, identify areas for improvement, and implement best practices for future contests.

Other Duties as Assigned:

- Perform other duties and special projects in support of the Athletic Department as assigned.

Qualifications:

Education:

- Bachelor's degree in Sports Management, Event Management, or related field preferred.

Experience:

- Proven experience in event management or operations, particularly in a sports setting.
- Strong leadership and organizational skills.
- Excellent communication and interpersonal skills.
- Ability to work in a fast-paced, high-pressure environment.
- Availability to work evenings, weekends, and holidays as required.

Physical Requirements:

- Minimum physical exertion. While performing the duties of this position, the employee is frequently required to sit, communicate, reach, and manipulate objects, tools, or controls.
- The position requires mobility. Duties involve moving materials weighing up to 5 pounds on a regular basis and up to 20 pounds on an occasional basis.

Benefits at Tiffin University:

- Medical, dental, and vision insurance to keep you and your family healthy.
- Health Savings & Flexible Spending Accounts: Options to save pre-tax dollars, with employer contributions to your HSA.
- Income Protection: Employer-paid basic life insurance and long-term disability, plus voluntary plans for short-term disability, supplemental life, accident, hospital indemnity, and critical illness.
- Retirement Savings: A 403(b) retirement plan with employer matching contributions to help you plan for the future.
- Time Off: Generous paid time off for vacation and sick leave, plus paid holidays throughout the year.
- Education Benefits: Tuition assistance and benefits for you and eligible family members.



- Support Services: Access to a confidential Employee Assistance Program (EAP) for personal and professional support.

Tiffin University provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. While we strive for a diverse mix of candidates, all employment decisions are made without regard to race, sex, or other protected characteristics.



Tiffin University is an Equal Opportunity Employer