

Season Ticket Retention Representative

Description:

The Season Ticket Retention Representative's focus is to provide first-class customer service to the Tennessee Volunteers fan base. The Representative will generate revenue primarily by creating relationships via outbound/inbound phone calls and face-to-face meetings with a concentration on retaining season ticket sales with a secondary focus on single game, mini-plan and group sales for all ticketed sports. These calls will be supplemented using emails and other marketing efforts.

Duties and Responsibilities:

- Retain the season ticket holders for Tennessee ticketed sports to include: Football, Men's Basketball, Volleyball, Women's Basketball, Baseball and Softball.
- Make set number of calls a day as determined by Associate A.D. and Assistant Director.
- Accepts telephone orders, enters ticket and donor information relating to each order into the computer ticketing system for season, single and post-season tickets for all sporting events.
- Build relationships with current fans and prospects to determine the best ticket plan for the customer needs.
- Generates daily edits of all entries, verifies the accuracy of the entries and posts the entries.
- Build relationships and work with other UTAD staff - ticket operations, Tennessee Fund, marketing, etc.
- Assists with security measures in the ticket office by following applicable policies and procedures related to security and accountability of tickets and/or revenue. Other duties as assigned.
- Other duties or special projects may be assigned at the department management team's discretion.

Required Qualifications:

Education:

Bachelor's Degree (in Business, Sport Management, Marketing or a related field) is required; Master's Degree (in Business, Sport Management, Marketing or a related field) is preferred.

Experience:

One year of experience in sales (can include internships, graduate assistant positions, etc.)

Skills:

- Ability to build relationships with people and natural customer service instincts as well as a positive team centric attitude with a professional demeanor is essential to this position.
- Strong critical thinking, problem-solving, and conflict resolution skills as well as excellent written and verbal communication skills are necessary.
- Ability to engage effectively with others of diverse cultures or backgrounds is essential.
- The ability to work a non-standard work schedule which will include nights, weekends, holidays and the potential for overnight travel is mandatory.
- Knowledge of using a ticketing system.

Behaviors:

Demonstrated behavioral expectations include:

- Unquestioned integrity and trustworthiness
- Adherence to University, Southeastern Conference, and NCAA rules and regulations
- Commitment to the Athletics Department and University's mission
- Flexible to various scheduling to include nights, weekend work and some holidays
- Ability to work with diverse populations in a positive manner
- Commitment to the Athletics Department and University's mission

Primary Location

US-Tennessee-Knoxville

Organization

Athletic Dept Administration

Schedule

Full-time

Campus/Institute

Knoxville