

## **Ticket Sales and Service Associate**

76909BR

Campus: Tempe

Ticket Sales and Service Assoc

### **Job Description**

The Sun Devil Athletics Ticket Sales Team is seeking highly motivated and dedicated Ticket Sales and Service Associate candidates to work and grow a career within the high-energy environment of a Division 1 collegiate ticket sales office. This job posting will be used to hire highly qualified Ticket Sales and Service Associates in the following roles: Account Executives; Group Event and Sales Associates; Inside Sales Associates; and Ticket and Retention Sales Associates. This position adheres to NCAA and Pac-12 rules and regulations, as well as the policies and procedures of the department, the university and the Arizona Board of Regents.

### **Department Name**

SDA Administration

### **Full-Time/Part-Time**

Full-Time

### **Scope of Search**

Open

### **Grant Funded Position**

This is not a grant funded position and is not contingent on future grant funding.

### **Salary Range**

Depends on experience + commission

### **Close Date**

15-March-2022 is the initial close date. Applications will continue to be accepted and reviewed every two weeks until the search is closed.

### **Essential Duties**

Specific duties will vary depending upon the specific Ticket Sales and Service Associate role within four key areas. See roles below for further details.

**ACCOUNT EXECUTIVE:**

- Meet or exceed weekly and monthly sales goals while exceeding client expectations in value and customer service.
- Meet face-to-face with new and existing clients/prospects with the goal of procuring season ticket and premium sales.
- Generate new sales leads through prospecting, networking events and referrals.
- Create and maintain detailed records of all prospects and clients through Salesforce in accordance with lead ownership and transition policy.
- Work home games, performing various ticket sales and service duties throughout the games.
- Comply with all university and department policies and procedures.
- Additional responsibilities as assigned.

**GROUP EVENT SALES ASSOCIATE:**

- Meet or exceed weekly and monthly sales goals while exceeding client expectations in value and customer service.
- Meet face-to-face with new and existing clients/prospects with the goal of procuring sales.
- Generate new leads through prospecting, networking events and referrals to promote group ticket sales.
- Create and maintain detailed records of all prospects and clients through Salesforce in accordance with lead ownership and transition policy.
- Work with compliance office to create events that follow NCAA rules and regulations.
- Service, renew and grow existing group ticket partnerships.
- Work home games, performing various ticket sales and service duties throughout the games.
- Comply with all university and department policies and procedures.
- Additional responsibilities as assigned.

**INSIDE SALES ASSOCIATE:**

- Meet or exceed weekly and monthly sales goals while exceeding client expectations in value and customer service.
- Make a minimum of 75 touchpoints each day with the goal of generating ticket revenue.
- Actively prospect new season ticket, mini-plan and group sales opportunities.
- Generate new sales leads through meeting face-to-face with clients, prospecting, networking events and referrals.
- Create and maintain detailed records of all prospects and clients through Salesforce in accordance with lead ownership and transition policy.
- Work home games, performing various ticket sales and service duties throughout the games.
- Comply with all university and department policies and procedures.
- Additional responsibilities as assigned.

**TICKET SERVICE AND RETENTION ASSOCIATE:**

- Responsible for relationship development with assigned season ticket holder book

- Meet or exceed weekly and monthly sales goals while exceeding client expectations in value and customer service.
- Retain and grow sales significantly by attracting additional (group) business leads or grow book of business annually through retention, referrals, upsells, and add-ons.
- Set-up face-to-face meetings with existing clients/prospects for facility and hospitality tours with the goal of procuring sales.
- Maintain accurate records of all prospects and customers within ticketing database and Salesforce.
- Work home games, performing various ticket sales and service duties throughout the game.
- Contact area businesses and individuals via phone, in-person appointments, and networking events to sell season tickets, corporate, partial plans, and group ticket plans.
- Daily outbound calls, texts, and emails are part of the expected client touchpoint plan.
- Additional responsibilities as assigned.

### **Minimum Qualifications**

Associate's degree in Business or closely related field with three months sales/telemarketing experience in sports tickets, sponsorships or program sales; OR equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

### **Desired Qualifications**

- Evidence of a Bachelor's degree in related field AND one (1) year of professional or collegiate ticket sales/ marketing experience.
- Experience in using Microsoft Office products (Word, Excel, Access, and Outlook).
- Experience with ticketing software, specifically Ticketmaster, preferred but not required.
- Experience in delivering sales presentations to various audiences.
- Working knowledge of CRM systems, specifically Salesforce.
- Demonstrated knowledge of the practices, methods, and techniques of sales.
- Demonstrated knowledge of ASU athletic programs.
- Demonstrated knowledge of the standards and techniques of customer service.
- Skill in developing and nurturing network of sales leads and prospects.
- Experience in using interpersonal skills to handle sensitive and confidential information.
- Ability to meet established sales quotas and/or promotional objectives.
- Ability to work well within a team environment.
- Ability to multitask and manage time effectively.
- Evidence of being self-motivated with the desire to be successful.
- Evidence of a positive attitude.
- Experience in prioritizing multiple tasks and support multiple high-level positions.
- Evidence of interest in communicating, participating, and encouraging support of the institution's sustainability programs.

### **Working Environment**

- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding, manipulating a computer mouse, and using a telephone.

- Required to stand for varying lengths of time and walk moderate distances to perform work.
- Frequent bending, reaching, lifting, pushing, and pulling up to 25 pounds.
- Ability to clearly communicate to perform essential functions.
- Regular activities require ability to quickly change priorities, which may include and/or are subject to resolution of conflicts.
- May be required to work extended hours (nights, weekends, and possibly holidays).
- Regular use of standard office equipment including, but not limited to: computer workstation/laptop (keyboard, monitor, mouse), printer, fax, calculator, copier, telephone, and associated computer/technology peripherals.
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- General supervision received by the Manager of Ticket Sales and/or Assistant Athletic Director of Ticket Sales and Service.

### **Department Statement**

The mission of Sun Devil Athletics (SDA) is to provide opportunities for student-athletes to achieve at the highest levels of both academic and athletic excellence, thereby providing them with opportunities for personal growth, offering a unifying force to the campus community, and creating a source of pride among and support from the external constituencies of the university.

SDA is fully committed to the principles of student-athlete welfare, institutional control, gender and ethnic diversity, and sportsmanship. This commitment includes creating an environment where student-athletes contribute to a winning tradition while enhancing the campus and local community and competing in a program having integrity and high ethical standards. SDA is committed to a leadership role within the university, community, the Pac-12 Conference, and the nation.

SDA is committed to recruit, retain and develop a diversified workforce.

ASU offers a tuition discount for the employee, their spouse and dependents and a competitive benefits package including paid vacation and holidays, health insurance and more. For more benefits information, please visit <http://cfo.asu.edu/hr-benefitsenrollment>.

### **ASU Statement**

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 100,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students

from all fifty states and more than one hundred nations across the globe.

**COVID-19 Vaccination Requirements:** Arizona State University is a federal contractor and subject to federal regulations which may require you to produce a record of a COVID-19 vaccination. For questions about medical or religious accommodations, please [visit the Office of Diversity, Equity and Inclusion's webpage](#).

ASU is a tobacco-free university. For details visit <https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs/tobacco>

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other basis protected by law.

### **Notice of Availability of the ASU Annual Security and Fire Safety Report**

In compliance with federal law, ASU prepares an annual report on campus security and fire safety programs and resources. ASU's Annual Security and Fire Safety Report is available online at <https://www.asu.edu/police/PDFs/ASU-Clery-Report.pdf>. You may request a hard copy of the report by contacting the ASU Police Department at 480-965-3456.

Relocation Assistance – For information about schools, housing child resources, neighborhoods, hospitals, community events, and taxes, visit <https://cfo.asu.edu/az-resources>.

### **Employment Verification Statement**

ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

### **Fingerprint Check Statement**

This position is considered safety/security sensitive and will include a fingerprint check. Employment is contingent upon successful passing of the fingerprint check.

### **Instructions to Apply**

Application deadline is 3:00PM Arizona time on the date indicated.

To be considered, your application must include the following:

- Cover letter
- Resume/CV
- Three professional references (personal references are not accepted)

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the

Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

**IMPORTANT NOTE:** What is the meaning of “equivalent combination” in the minimum qualifications? It means one year of higher education or 24 credit hours, is equal to one year of experience. For example, a four year Bachelor’s degree is equal to four years of experience.