

ARIZONA STATE UNIVERSITY INSIDE SALES REPRESENTATIVE



Inside Sales Associate
66948BR
Campus: Tempe
Ticket Sales and Service Associate

Job Description

The Sun Devil Athletic Ticket Sales Team is seeking highly motivated and dedicated sales candidates to work and grow a career within the high-energy environment of a Collegiate Ticket Sales Office. The primary responsibility is to sell season ticket and group ticket packages to local businesses, groups, organizations and individuals by means of telemarketing from provided lead sources for the ASU Athletic Department in adherence with NCAA and Pac-12 rules and regulations, Arizona Board of Regents, University and Sun Devil Athletics Department policies.

Job Family

Theatrical & Public Events

Department Name

SDA Administration

Full-Time/Part-Time

Full-Time

VP Code

ICA

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-April-2021 is the initial close date. Applications will continue to be accepted and reviewed every two weeks until the search is closed.

Category

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Essential Duties

- Actively prospect new season ticket and group sales opportunities
- Meet or exceed weekly and monthly ticket sales goals
- Sell other special projects as requested
- Assist the organization in other various events, promotions, and social/civic activities on an as needed basis
- Provide excellent customer service and be a positive representative of Arizona State University
- Additional responsibilities as assigned by the Manager of Ticket Sales and Director of Ticket Sales and Service
- Make outbound calls to solicit prospective athletic ticket purchasers to generate sales
- Respond to inbound sales calls, responds to inquiries and provide information as requested
- Develop and manage a business network for future sales prospects through leads and referrals
- Represent ASU to alumni and other prospective ticket purchasers by explaining features and benefits associated with ticket plans

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- Serve as liaison between customer and ASU ticket area to resolve concerns
- Maintain knowledge of ticket plan programs as well as ticket holder preferences
- Provide feedback and/or suggestions based on prospective ticket purchaser feedback/requests

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

- Experience in using Microsoft Office products (Word, Excel, Access and Outlook)
- Experience with ticketing software, specifically Ticketmaster, preferred but not required
- Working knowledge of CRM systems, specifically Salesforce
- Experience with virtual communication systems, specifically Zoom and Slack
- 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 clearly communicating ticket program benefits to close a sale
- Skill in developing and nurturing network of sales leads and prospects
- Experience in delivering sales presentations to various audiences
- Ability to meet established sales quotas and/or promotional objectives
- Ability to work in an inside sales environment subject to extended periods of high volume telephone contact
- Evidence of being self-motivated with the desire to be successful
- Evidence of effective verbal communication skills
- Ability to organize and prioritize tasks
- Evidence of a positive attitude
- Ability to work well within a team environment

Working Environment

- Activities are performed in an environmentally controlled office setting subject to extended periods of sitting, keyboarding and 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
- Regular activities require ability to quickly change priorities, which may include and/or are subject to resolution of conflicts
- Communicate to perform essential functions
- 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

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.

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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 80,000 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.

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/relocation-services>.

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.

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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.