



**SACRAMENTO REPUBLIC FC
TICKET SALES & SERVICE COORDINATOR**

Title: Ticket Sales & Service Coordinator

Status: Full-Time (Non-Exempt)

Compensation: Competitive Salary, Overtime Eligible, and Benefits

Department: Ticket Sales & Service

Reports to: Director of Ticket Sales & Service

Location: SRFC Front Office (Sacramento, CA)

ABOUT THE REPUBLIC:

Sacramento Republic FC is a record breaking USL soccer club with MLS ambitions entering our 6th season. With a state-of-the-art 20,000 seat stadium and MLS franchise impending, this is your opportunity to join the soccer movement in Sacramento and take your career to new heights! 'Sactown' provides a wealth of opportunity from a selling and professional growth perspective - a top 20 media market that has been named one of the 'Nation's Greatest Cities for Food Lovers' by the Wall Street Journal and 'America's Most Diverse City' by Time Magazine, and is conveniently located in the heart of Northern California.

ABOUT OUR TICKET SALES & SERVICE DEPARTMENT:

Sacramento Republic FC is the perfect place to grow your career in professional sports and cement your foundation for a successful future on the revenue-generating side of the business. You will not find a work environment quite like ours. We have a fast-paced atmosphere that promotes fun, competition, career growth, and a work-hard/play-hard mentality. With a focus on consistent training and development through personalized one-on-one coaching, the Sacramento Republic Sales Program will build the foundation needed for a long and successful career on the revenue-generating side of the industry. Our primary goal is developing the future leaders of sports business and we are looking for individuals that share our ambition to lead the charge.

SUMMARY:

The Ticket Sales & Service Coordinator is an essential role to ensure the execution of all departmental initiatives including external and internal communication with fans, employees, and vendors. This role is responsible for implementing and overseeing processes to manage projects, events, and platforms for the Ticket Sales & Service Department in the office and on matchdays at Papa Murphy's Park.

RESPONSIBILITIES:

- Drive all ticket sales and service communication internally across departments and externally to our clients.
- Manage department projects by establishing timelines and actions items while driving accountability across associated parties through Asana task management system.
- Plan, coordinate, and execute all Ticket Sales & Service events and matchdays including vendor communication, staffing plans, and onsite event management.
- Support and assist members of the Ticket Sales & Service Department.
- Create and deliver basic content to assist members of the Ticket Sales & Service team in new business and retention efforts including marketing collateral, group sales flyers, and email copy.
- Curate weekly Season Ticket Member email newsletter content.
- Manage fan loyalty program with primary objective of increasing Season Ticket Member show rate on matchdays.

- Develop tracking and reporting system based on touchpoints, attendance, and tenure to identify 'at-risk accounts' for the Season Membership renewal campaign.
- Create tracking and reporting system based on revenue, sell through rate, and usage of 'Fan Experience Packages' to drive group sales revenue.
- Oversee 'Fan Experience Package' execution on matchdays to ensure world class customer service to promote repeat business.
- Execute all departmental ticket mailing with emphasis on attention to detail - timely distribution and impeccable presentation.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in business/sales/marketing/sports management or similar concentration.
- Excellent relationship building and interpersonal skills, with the ability to interact comfortably and effectively with internal and external clients at all levels of an organization.
- Excellent communication and presentation skills, both written and oral.
- Highly organized with the ability to manage complex projects and meet deadlines in a high pressure environment.
- Detailed orientated with a commitment to executing tasks and projects thoroughly.
- Proactive at anticipating and preventing problems before they arise and providing solutions versus problems to Ticket Sales leadership.
- Extremely coachable and eager to learn every day.
- Committed to providing world class customer service and supporting the entire Ticket Sales & Service department.
- Highly motivated and an ambition to build a long-term career in the sports business.
- Must be able to work evenings, weekends, and holidays as required.