



UNIVERSITY OF ARKANSAS®

Coordinator of Group Sales

Summary of Job Duties:

The Coordinator of Group Sales will establish ticket sales business by way of outbound phone calls, e-mails, text message and social media. This position will interact and work together with Account Executives, the Razorback Foundation and the Razorback Ticket Center Staff on all group ticket sales initiatives and campaigns.

The Coordinator of Group Sales will process orders through the Paciolan ticketing system for all group sales ticketing options for all home ticketed sporting events. This position is responsible for annual and monthly new revenue goals as well as renew assigned accounts throughout the off-season. This position is designated as weather/event essential.

Regular, reliable, and non-disruptive attendance is an essential job duty, as is the ability to create and maintain collegial, harmonious working relationships with others.

Qualifications:

Minimum Qualifications:

- Bachelor's degree from an accredited institution of higher education
- Experience in Microsoft Word, Excel, Power Point, and Outlook

Preferred Qualifications:

- Customer service or sales experience
- Demonstrated ability to record 60-80 calls per day
- Experience handling multiple assignments and responsibilities in a fast-paced environment
- Experience in a college athletics department and/or professional sports organization as a staff member or student-athlete
- Paciolan ticketing system experience
- Bilingual (English/Spanish)

Knowledge, Skills & Abilities:

- Knowledge of NCAA Compliance rules and regulations
- Competitive and highly motivated skills
- Strong organizational and time management skills
- Excellent oral and written communication skills
- Customer Service and problem-solving skills
- Ability to prospect, establish, research and close ticket sales leads through cold-calling, face-to-face appointments, and networking
- Ability to work flexible hours including nights, weekends, and holidays
- Ability to maintain confidential and sensitive information
- Ability to navigate multiple sporting venues for client in seat visits and facility tours
- Ability to multitask various call campaigns while maintaining call volume standards

Additional Information:

Salary Information:

Commensurate with education and experience

Required Documents to Apply:

List of three Professional References (name, email, business title),

Resume Optional Documents:

Proof of Veteran Status

Recruitment Contact Information:

Krista Hoover, HR Partner, kristah@uark.edu, 479-575-4647

All application materials must be uploaded to the University of Arkansas System Career Site <https://uasys.wd5.myworkdayjobs.com/UASYS>

Please do not send to listed recruitment contact.

Special Instructions to Applicants:

Pre-employment Screening Requirements:

Criminal Background Check, Financial Credit Check, Sex Offender Registry

The University of Arkansas is committed to providing a safe campus community. We conduct background checks for applicants being considered for employment. Background checks include a criminal background check and a sex offender registry check. For certain positions, there may also be a financial (credit) background check, a Motor Vehicle Registry

(MVR) check, and/or drug screening. Required checks are identified in the position listing. A criminal conviction or arrest pending adjudication or adverse financial history information alone shall not disqualify an applicant in the absence of a relationship to the requirements of the position. Background check information will be used in a confidential, non-discriminatory manner consistent with state and federal law.

The University of Arkansas seeks to attract, develop and retain high quality faculty, staff and administrators that consistently display practices and behaviors to advance a culture and climate that embeds inclusion, diversity, equity, and access. For more information on diversity and inclusion on campus, please visit: [Division of Diversity, Equity, and Inclusion](#)

The University of Arkansas is an equal opportunity, affirmative action institution. The university welcomes applications without regard to race/color, sex, gender, pregnancy, age, national origin, disability, religion, marital or parental status, protected veteran or military status, genetic information, sexual orientation, gender identity or any other characteristic protected under applicable federal or state law.

Persons must have proof of legal authority to work in the United States on the first day of employment. All applicant information is subject to public disclosure under the Arkansas Freedom of Information Act.

Constant Physical Activity:

N/A

Frequent Physical Activity:

N/A

Occasional Physical Activity:

N/A

Benefits Eligible:

Yes

Type of Position:

Professional Staff - Project/Program Administration

Workstudy Position:

No

Job Type:

Regular

Work Shift:

Day Shift (United States of America)

Sponsorship Available:

No

Institution Name:

University of Arkansas, Fayetteville

Founded in 1871, the University of Arkansas is a land grant institution, classified by the Carnegie Foundation among the nation's top 2 percent of universities with the highest level of research activity. The University of Arkansas works to advance Arkansas and build a better world through education, research and outreach by providing transformational opportunities and skills, promoting an inclusive and diverse culture and climate, and nurturing creativity, discovery and the spread of new ideas and innovations.

The University of Arkansas campus is located in Fayetteville, a welcoming community ranked as one of the best places to live in the U.S. The growing region surrounding Fayetteville is home to numerous Fortune 500 companies and one of the nation's strongest economies. Northwest Arkansas is also quickly gaining a national reputation for its focus on the arts and overall quality of life.

As an employer, the University of Arkansas offers a vibrant work environment and a workplace culture that promotes a healthy work-life balance. The benefits package includes university contributions to health, dental, life and disability insurance, tuition waivers for employees and their families, 12 official holidays, immediate leave accrual, and a choice of retirement programs with university contributions ranging from 5 to 10% of employee salary.

Below you will find the details for the position including any supplementary documentation and questions, you should review before applying for the opening.

If you have a disability and need assistance with the hiring process, please submit a request via the [Disability Accommodations | OEOC | University of Arkansas \(uark.edu\)](#) : Request an

Accommodation. Applicants are required to submit a request for each position of which they have applied.

For general application assistance or if you have questions about a job posting, please contact Human Resources at 479.575.5351.

Department:

Ticket Sales and Premium Services

Department's Website:

<https://arkansasrazorbacks.com/>

<https://www.youtube.com/watch?v=j9ihImu880Q&t=9s>