

Sales Development Representative

Department: Ticket Sales and Service

Direct Supervisor: Manager, Sales Development

Status: Full-time

Summary:

You've competed your whole life and you love the feeling of achieving results and hitting your goals. You're a hard worker, waking up early doesn't scare you, when you see a challenge, you get excited. Most of all, you want a career for yourself and having the opportunity to grow is important to you.

Hard Rock Stadium is a global entertainment destination and home to the Miami Dolphins, Formula 1 Crypto.com Miami Grand Prix, Miami Open, University of Miami football, Orange Bowl, Super Bowl 54, College Football Playoffs, international soccer and a host of world-class events including the 2026 FIFA World Cup. In 2019 and 2020, the organization was a recipient of Front Office Sports' "Best Places to Work". The team has seen record growth in ticket sales and has become recognized as one of the premier organizations to work for in sports. Under the direction of President, Vice Chairman, and CEO Tom Garfinkel, the ticket sales team is committed to maximizing

revenue and growing careers.

Hard Rock Stadium fosters an environment of a “Results-Based Culture with Heart” and lives by an “Attitude, Effort, Results” mindset. While this is a highly competitive setting, we collaborate and excel together as we strive to meet and exceed personal and departmental revenue goals. With career growth being the ultimate goal, our Sales Development program has produced over 100+ promotions to Account Executive roles over the last six years and over numerous promotions to Leadership.

The Hard Rock Stadium Sales Development program is an entry-level ticket sales position designed to give you the skillset you need to grow your career within the Ticket Sales side of professional sports. Your goal over a 12-month period as a full menu Sales Development representative of our team will be to produce ticket sales revenue across our three verticals that fall under Hard Rock Stadium.

You will be assessed not only your contributions to the organization, but also on your coachability, which could ultimately lead to a promotion in an Account Executive role within one of the three properties. (Miami Dolphins, Formula 1 Crypto.com Miami Grand Prix, or Miami Open)

We are searching for candidates who are available to start full-time with our organization, June 2025.

For more information about our Sales Development program, check out <https://www.miamidolphins.com/sales-development/>.

Location:

This is a full-time position based on site at Hard Rock Stadium in Miami Gardens, FL.

Responsibilities:

- Sell a full menu of ticket products for the Miami Dolphins, Miami Grand Prix, and Miami Open including, but not limited to full and partial season ticket packages, group tickets, luxury, and hospitality packages.
- Maximize ticket sales revenue through execution of sales calls (100+ per day).
- Consistently achieve or exceed levels of “hustle metrics” (calls, talk time, appointments) and weekly sales activity.
- Work assigned sales tables for all Dolphins home games, Miami Grand Prix, and Miami Open to develop new prospects and referral opportunities during games and outside business hours.
- Provide world class customer service for all prospects and clients.
- The candidate should possess a positive team-first attitude, as well as the competitive drive to be the best.
- Other duties as assigned.

Qualifications:

- Bachelor's degree or equivalent experience.
- Results-orientated and competitive approach to the selling process.
- Must display a strong work ethic and desire to build a career in Sales.
- Strong verbal and written communication skills required in English and additionally preferred in Spanish.
- Excellent interpersonal skills.
- Willingness to learn in a fast-paced environment.
- Desire to be a sports sales industry leader.
- Experience with Archtics and Microsoft Dynamics a plus.
- Ability to work non-traditional hours, in non-traditional settings, including all home games (or other work events) that fall on nights, weekends, and/or holidays.

Featured Benefits:

- Medical, dental, and vision insurance
- Life insurance (including voluntary coverage for spouses and children)
- Long term disability insurance
- Ticket benefits for events including Miami Dolphins games, the Formula 1 Crypto.com Miami Grand Prix, and the Miami Open
- Employee gym, subsidized lunch program, and discounts on a variety of products and services
- 401k
- Paid time off (PTO) and company holidays