

POSITION PURPOSE:

USC Athletics is seeking a passionate, hard-working and dedicated sports professional with the self-motivation and desire to excel in the sports industry. The primary focus of this hybrid role will be on managing a team of Account Executives while also selling tickets for football, men's and women's basketball, men's and women's volleyball, soccer and baseball. This individual will act as a team leader in the office, grow their own book of business, and work at a number of the different sporting events.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Directly oversee team of Account Executives while continuing to manage and grow own book of business.
- Work with Assistant Athletic Director to develop and implement ticket sales goals.
- Be proficient in all USC packages including full season seats, partial plans, luxury seating, and other special events.
- Responsible for servicing a portfolio of Trojan Athletic Fund (TAF) members that are assigned to an annual touchpoint program.
- Lead weekly sales meetings with Ticket Sales staff.
- Initiate and execute ticket sales results for New Season Ticket Sales, Mini Plan Sales, Group Sales and Renewal campaigns.
- Generate reports and track overall ticketing revenue pace towards goals.
- Schedule and conduct monthly one-on-one Pipeline Performance Reviews with each Account Executive, and continuously keep meeting forms up-to-date with YTD revenue totals.
- Plan and hold monthly one-on-one Goal Setting Meetings with each Account Executive to track monthly goals, go over key performance indicators, and discuss action steps.
- Coordinate Sales Table arrangements at on and off-campus events.
- Plan sales campaigns around current Theme Nights and plan new Theme Nights for strategically selected Men's Basketball and Football games.
- Create Theme Night Recap Presentations for Chief Marketing Officer to outline level of success of each night, giveaway items, sales strategy, etc.
- Represent athletics program and University with the highest integrity.
- Work effectively under pressure in a fast-paced environment to produce accurate results.
- Maintain a positive working relationship with all internal & external units of the department and University to ensure a positive event experience for customers.
- Perform "game day" responsibilities, including acting as customer service greeters and working ticket sales booths.
- Assist with creative development for production of sales materials including flyers, brochures, and other support material.
- Other duties as assigned by Assistant Athletic Director.

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Highly motivated, naturally aggressive, with a positive attitude.
- Thorough knowledge of ticket sales operations and procedures.
- Strong leadership skills.
- General knowledge and understanding of sales and marketing concepts.
- Exemplary self-discipline, professionalism, pride and work ethic.
- Outstanding listening, written, and verbal communication skills.

- Committed to personal integrity and team oriented.
- Detail oriented with ability to multi-task effectively and with a sense of urgency, sometimes under a high level of stress.
- Excellent organizational and time management skills.
- Creativity and ability to see ideas through to successful execution.
- Enthusiasm for and/or experience in professional sports sales and/or service.
- Thoroughness and attention to detail.
- Compliance with organizational directives.
- Flexible hours required: working evenings/nights, weekends and holidays.

QUALIFICATIONS, EDUCATION, FORMAL TRAINING, AND EXPERIENCE

- 5+ Years-experience in a Sports Ticket Sales role preferred.
- 2+ Years-experience in a Sports Ticket Sales management role.
- Experience and training in Paciolan or other Customer Relations Management system a plus.
- High proficiency in Microsoft Word, Microsoft Excel, Internet use, and other basic computer usage.
- Experience and training in CRM systems, Salesforce is a plus.
- Familiarity with basic tenets of sales and customer service, sports industry specific a plus.
- Bilingual in English and Spanish a plus.
- **Licenses or certificates** – none specifically required.
- **Grooming** – employee must maintain a neat, clean and well-groomed appearance. Good hygiene & professional appearance required. Business casual attire in office and during events. Employees may be required to wear USC Athletics attire when representing USC in public.
- **Work Environment** – at times the noise level may be loud (especially during games)