



Coordinator, Ticket Sales

Overview:

The St. Louis Blues, Enterprise Center, and Stifel Theatre are St. Louis' premier sports and entertainment facilities and amongst the busiest in the nation. Millions of visitors each year come through the turnstiles for St. Louis Blues Hockey, Broadway Shows, concerts from world-class performers, college basketball, and numerous family shows. It takes a passionate, dedicated, service-oriented team of hundreds to make each event memorable for our Guests. The Ticket Sales Coordinator works closely with the Ticketing Managers to support sales staff with planning, implementing and executing package and group sales initiatives to achieve ticket sales and revenue goals.

Primary Functions:

- Support the Ticket Sales and Service staff to implement initiatives throughout the season including, but not limited to renewals, sales, events and contract requirements.
- Drive Ticket Sales communication and processes internally across departments and externally to our clients
- Work with the Sales and Marketing departments to assist in the design and production of all group, season and theme night collateral, including brochures, flyers, and related materials.
- Support the Ticket Sales team by ensuring the prompt resolution of issues and concerns, including outbound and inbound calls, e-mails, account transfers, address changes, digital ticketing issues, and any other customer service issues related to Ticket Sales.
- Assist in the planning and execution of all Ticket Sales related events.
- Work all Blues home games and serve as a point of contact for Ticket Sales related initiatives including all theme nights: assist with setting up the redemption area, overseeing the distribution, and fulfillment of all unclaimed items.
- Oversee super group & group sales rewards programs for all Enterprise Center, Stifel Theatre events and Blues games.
- Work with print & promotional partners to get quotes and fulfill orders for various projects.
- Assist with managing sales tools and technologies such as Hurrah! Sales Leaderboard, Experience Service Platform, Fevo Offers and IOMedia.
- Establish department projects calendar and timelines.
- Assist with staff onboarding and ticket sales intern program.
- Manage department purchasing process including submission and tracking of purchase orders.
- Other duties as assigned.

Qualifications:

- Bachelor's degree from an accredited College or University.
- Position requires the ability to accommodate a flexible schedule, including evenings, weekends, and holidays, as well as being able to perform in a fast-paced, dynamic work environment.
- Organizational skills, excellent time management and attention to detail is required.
- Excellent written and verbal communication skills.
- Strong personal skills and natural customer service instincts.
- Must be a flexible team player with a positive attitude, self-motivated.
- Ability to handle multiple projects.
- One year of experience working in a sales support role is preferred, but not required.
- Experience and working knowledge of Photoshop, InDesign, and Microsoft Office. Knowledge of Archtics ticketing systems preferred, but not required.