



TITLE: Ticket Sales and Retention Assistant

REPORTS TO: Sr. Manager, Ticket Sales and Retention

RESPONSIBILITIES:

- Provide exceptional customer service for season ticket holders, including account access and mobile ticketing help
- Answer incoming phone calls, return voicemails, and make outbound calls as assigned
- Assist with season ticket renewal campaign by providing inbound and outbound support to clients
- Record all customer service activity in CRM
- Communicate with other departments for efficient resolution of gameday issues or inquiries
- Maintain knowledge on mobile ticketing, pricing and general policies and procedures
- Assist in season ticket holder event planning and execution
- Other duties as assigned

EDUCATION, TRAINING & EXPERIENCE:

- Strong, courteous customer service skills a must
- Ability to communicate clearly and effectively, both written and verbally
- Proficiency in computer software programs, including Microsoft Office; CRM and/or ticketing system experience a plus
- Strong sense of organization and self-motivation
- Ability to work independently and multitask when necessary
- Must be able to work a flexible schedule with extended hours, including nights, weekends and holidays as needed

This is a 40 hours per week, year-round position with a one-year term and option for a 2nd year. Please submit a resume and cover letter with your application.