

The University of Texas at San Antonio

Job Description

Job Title: Ticket Sales Representative
Code: 19115
Salary Grade: 55
Department/Division: Athletics
Reports To: Director, Ticket Sales and Service

Summary

Function: To maximize ticket sales, revenue generation, customer acquisition and customer relationships for all ticketed sports and home events.

Scope: Responsible for selling season tickets, partial plans and group packages via phone calls, face to face interactions and in-stadium as well as selling special events.

Duties

- **Typical:**
 1. Sell season tickets, corporate packages, mini plans, single game, groups and promotional offers for all sporting events.
 2. Call current and past customers and cold-call new sales leads to generate sales.
 3. Contact area businesses and individuals via phone, in-person appointments and networking events to sell season, corporate, partial and group ticket plans.
 4. Work home games, performing various ticket sales and service duties throughout the game.
 5. Cultivate relationships to encourage repeat business through providing excellent customer service.
 6. Achieve and exceed sales goals established by management.
 7. Proactively create opportunities for new business with existing and new customers.
 8. Provide superior customer service to clients throughout the season.
 9. Accurately enter data into databases and systems. Regularly communicate and report individual sales progress.
 10. Work collaboratively with marketing and ticket operations to provide input on sales and messaging calendars. Writes and proofreads copy.
 11. May assist Athletics Development team by reaching out to contacts, offering opportunities for donor donations/fundraising.
 12. Perform other duties as assigned.

- Periodic:

1. Work, as needed, outside of business hours, including evenings, holidays or weekends.

Education

Required	Preferred
High school diploma or GED.	Bachelor's degree from an accredited institution in Marketing, Business Administration, or Communications.

Other Requirements

Required	Preferred
This position has weekly sales targets that will be measured and evaluated regularly.	
Excellent Interpersonal Skills.	
Criminal Background Check (CBC).	
Know and understand policies of the NCAA, Conference USA and University of Texas at San Antonio.	

Experience

Required	Preferred
One year of experience in ticket sales and/or customer service. Will consider internship experience.	Two years of paid experience in ticket sales and/or customer service.
Ability to recognize and capitalize on opportunities to strategize on sales with customers.	Experience working with ticket seasons, packages, inventory and pricing.
Experience with building customer relationships.	

Equipment

Required	Preferred
Microsoft Office (Word, Excel, Power Point, Outlook).	Experience in ticket sales systems related to a professional sports and/or college athletics environment.

Working Conditions

Usual	Special
Normal office environment.	Availability on nights and weekends.

Supervision

Received	Given
Report directly to Director, Ticket Sales and Services.	None.

Accuracy

Accurate written and verbal communication skills are a must.

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.