



SBP Job Posting



(XYZ) High School Sports Business Program

Ticket Service Representative

SBP Job Number: 8

Job Description:

Reports to V.P. Ticket Sales and Service

The Ticket Service Representatives (TSRs) are responsible for supporting and facilitating all ticket sales efforts with a strong emphasis on customer service. The job requires communication in a positive, energetic, and professional manner with all current and prospective ticket customers (on the phone and in person). The Customer Service Representative will be responsible for offering information on current seating and ticket packages, school policies and pricing. Reps will be responsible for processing orders, printing tickets and arranging for delivery. Excellent phone etiquette is a must as well as the ability to solve occasional problems in a quick and friendly manner.

The position will require an honest person with integrity as the employee will be dealing with cash, checks and credit card numbers of all sales transactions. Occasionally TSRs will be responsible for generating financial reports for accounting purposes.

This position also requires that the employee (student) be available to work all home games to staff the Box Office Sales booth as well as answering phones in the evening during various marketing pushes. Coordinating and communicating with the sales staff will also be important to this position.

Responsibilities and qualifications include:

- Processing season ticket, group and individual game tickets and invoices
- Build and maintain relationships with ticket holders and group accounts
- Organizing the box office sales and Will Call on event nights
- Proactively communicate with customers to determine their needs and to be an expert on the products and services offered by the school.
- Identify and troubleshoot and resolve unusual or adverse situations using a quick response approach and making sound decisions to insure customer satisfaction
- Maintaining accurate customer records, seat inventory and money collected
- Strength in time management, administrative ability, organization and customer service skills
- Ability to communicate with the public in a professional and positive manner
- Ability to work flexible hours including evenings, weekends, and holidays

Basic Skills: Time management, communication (written & verbal), basic computer skills and problem solving

For all interested and qualified applicants, please submit your cover letter and resume.

Contact Information: Teacher Name, Room number, Email / phone

Application Requirements: Extra hours available outside class time (etc)

Application Deadline: Date