



# ***SBP Job Posting***



## **East Union High School Sports Business Program**

### **Client Services Representative**

SBP Job Number: 12

#### **Job Description:**

**Reports to: V.P. Ticket Sales and Service**

Client Service Representatives (CSRs) are responsible for supporting and facilitating all School and Community/Business partnerships. The job requires communication in a positive, energetic, and professional manner with all School Partners and prospects. The CSR will be responsible for maintaining strong and positive relationships with school partners while focusing on the fulfillment of sponsor requests, customer service, hospitality, promotions and contractual obligations. Excellent phone etiquette is a must as well as the ability to solve occasional problems in a quick and friendly manner.

This position also requires that the employee (student) be available to work all home games and Sponsorship/Premium/V.I.P. events. Coordinating and communicating with the sales staff will also be important to this position.

The CSR will be responsible for providing season ending "wrap up" books to present to school partners to outline the value and highlight the success of the school/client relationship. .

#### **Responsibilities and qualifications include:**

- Facilitate sponsorship fulfillment and promotions
- Build and maintain relationships with corporate/community partners
- Create wrap up books and present them at end of season meeting with clients
- Identify and troubleshoot and resolve unusual or adverse situations using a quick response approach and making sound decisions to insure customer satisfaction
- Display corporate game-day signage in accordance with sponsor agreements
- Strength in time management, administrative ability, organization and customer service skills
- Ability to work flexible hours including evenings, weekends, and holidays

**Basic Skills:** Strong oral and written communication skills, must be able to multi-task and prioritize as well as delegate. Working knowledge of computers and basic software is preferred

***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