



Outbound Ticket Sales Representative Job Description

JOB INFORMATION

Job Code:	143005
Job Title:	Outbound Ticket Sales Representative
FLSA Status:	Non-Exempt
Supervisory:	May oversee student, temporary and/or resource workers.
Job Family:	Sales
Job Family Group:	Marketing and Events
Management Level:	7 Individual Contributor

JOB SUMMARY

Performs outbound ticket sales services for athletic events, activities and venues. Provides customer service in all areas of ticket operations: sales, account maintenance, and customer services. Performs general office duties, as assigned.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Associate's degree	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

Req	Pref	Work Experience	Experience Level
X		<1 year	
	X	1 year	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Exceptional communications, customer service, and organizational skills. Demonstrated strong interpersonal skills to deal effectively and tactfully with people at all levels. General knowledge of sports and sporting events.

Other Job Factors

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
Performs outbound ticket sales services for athletic events, activities and venues, such as calling and emailing a high daily volume of prospective customers. Researches and creates viable potential leads via the internet and other sources.				
Responds to inquiries or requests for information regarding ticket sales, prices and schedules of athletic events and activities. Determines what contact or action is required for satisfactory disposition.				
Maintains database records of interactions with prospective and current customers. Updates customer service accounts with customers via web, email, phone calls and in-person.				
Administers individual and group sales of pre-season, regular season, playoff, and single game tickets to university sporting events and venues.				
Performs general office duties in support of ticket sales operations.				
Processes ticket payments including one time and season ticket renewals. Tracks and monitors ticket payments. Reports on variances. Ensures ticket payments are processed in a timely manner.				
Performs in-person sales marketing duties (e.g., client visits, staffing sales booth, etc.) on game days, as assigned.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.