



## Ticket Sales Representative Supervisor Job Description

### JOB INFORMATION

Job Code:	143009
Job Title:	Ticket Sales Representative Supervisor
FLSA Status:	Non-Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Sales
Job Family Group:	Marketing and Events
Management Level:	6 Supervisor

### JOB SUMMARY

Assists the marketing director oversee the ticket sales team. Supervises subordinate staff and student workers, as assigned. Has responsibility for selling tickets for football, men's and women's basketball, men's and women's volleyball, soccer and baseball games.

### JOB QUALIFICATIONS:

#### Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

#### Additional Education

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

Combined experience/education as substitute for minimum education

#### Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	3 years	

#### Additional Work Experience

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

Combined experience/education as substitute for minimum work experience

#### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience selling tickets in the sports industry or sports service experience.
X		Supervisory experience. Exceptional listening, written and verbal communications, customer service, time management and organizational skills.
X		Demonstrated strong interpersonal skills to deal effectively and tactfully with people at all levels. Detail oriented with ability to multi-task.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
	X	Experience selling sporting event tickets in a university environment.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Assists the Marketing Manager oversee the ticket sales team. Assists with maintaining sales quality and quantity standards. Supervises subordinate staff and student workers, as assigned. Recruits, screens, hires, orients and trains staff. Monitors and Monitors and evaluates employee performance and provides guidance and feedback. Counsels, disciplines and/or terminates employees, as required.				
Makes sales calls to youth and adult sport and recreation leaders, coaches, and team parents.				
Calls past ticket buyers to try to sell ticket packages including full season seats, partial plans, luxury seating, and other special events for football, basketball, volleyball, soccer and baseball. Works with ticket and development office to ensure customer satisfaction with ticket purchases.				
Services, renews, up-sells, and cross-sells current group and season accounts.				
Generates new group sales by targeting and developing relationships with organizations within Southern California.				
Listens to telephone calls made by ticket sales representatives and provides constructive feedback to team members regarding performance and sales results. Provides coaching, instruction and demonstrates various sales techniques.				
Assists the sales team members develop lead lists by researching industry best practices for group and season ticket sales.				
Performs game day responsibilities including acting as customer service greeter and working ticket sales booths for basketball and football.				
Assists with creative development for production of sales materials including flyers, brochures, and other support materials.				
Attends various events and meetings related to ticket sales.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			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.