UNIVERSITY OF SOUTHERN CALIFORNIA

Outbound Ticket Services Representative

Job Code: 143005

Grade: F
OT Eligible: Yes
Comp Approval: 4/16/2012

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 ACCOUNTABILITIES:

* Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

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- 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.

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- 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.

- Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

EMERGENCY RESPONSE/RECOVERY:

Essential: [ ] No  
[ ] Yes  
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.
JOB QUALIFICATIONS:

Minimum Education:

High school or equivalent

Minimum Experience:

0 - 6 months

Minimum Field of Expertise:

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.

Preferred Education:

Associate's degree

Preferred Experience:

1 year

Preferred Field of Expertise:

Sales service experience.

Skills: Administrative:

Answer telephones
Assemble and organize numerical data
Balance figures
Communicate with others to gather information
Compose correspondence
Compute totals
Customer service
Establish records
Gather data
Input data
Interpersonal skills
Maintain records
Prioritize different tasks
Research information
Understand and apply policies and procedures
Use computerized spreadsheets
Use database and/or word processing software
Verify calculations

Skills: Machine/Equipment:

Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
May oversee student, temporary and/or resource workers.

**Comments:**

Performs all duties and responsibilities in compliance with NCAA, PAC-12 and institutional rules and regulations.

**SIGNATURES:**

Employee: _______________________________ Date: ______________________________

Supervisor: _______________________________ Date: ______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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