UNIVERSITY OF SOUTHERN CALIFORNIA
Ticket Sales Representative Supervisor
Job Code: 143009

Grade: 00
OT Eligible: Yes
Comp Approval: 1/14/2013

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 ACCOUNTABILITIES:

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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 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.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.
*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  
- Yes  
- No

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:**
- Bachelor’s degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**
- 2 years

**Minimum Field of Expertise:**
- Experience selling tickets in the sports industry or sports service experience. Supervisory experience. Exceptional listening, written and verbal communications, customer service, time management and organizational skills. Demonstrated strong interpersonal skills to deal effectively and tactfully with people at all levels. Detail oriented with ability to multi-task.

**Preferred Education:**
- Bachelor’s degree

**Preferred Experience:**
- 3 years

**Preferred Field of Expertise:**
- Experience selling sporting event tickets in a university environment.

**Skills: Administrative:**
- Answer telephones
- Assemble and organize numerical data
- Balance figures
- Communicate with others to gather information
- Compose correspondence
- Compute totals
- Conduct meetings
- Coordinate work of others
- Counseling
- Customer service
- Establish records
- Gather data
Input data
Interpersonal skills
Maintain records
Prioritize different projects
Research information
Understand and apply policies and procedures
Use computerized spreadsheets
Use database and/or word processing software
Verify calculations

Skills: Other:
Analysis
Assessment/evaluation
Coaching
Conflict resolution
Counseling
Human resource process and employment knowledge
Interviewing
Organization
Planning
Scheduling
Staff development
Supervisory skills
Teaching/training

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
Supervises employees and/or student workers.

Supervises: Nature of Work:
Clerical/Secretarial

Comments:
Flexible hours required: working evenings/nights, weekends and holidays.

SIGNATURES:
Employee: ___________________________ 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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