

Ticket Office Representative Job Description for UM Adams Center

The University of Montana Adams Center seeks a candidate for the role of Ticket Office Representative. Ticket Office Representatives generate excitement and drive revenue by selling tickets to individuals, businesses and local groups/organizations. They are responsible for delivering exceptional customer service, updating and maintaining account records and other duties as assigned. This employee will report directly to the Director of Ticketing, as well as the Ticket Operations Assistants.

ACCOUNTABILITIES

- Responsible for the sale of full, partial and group tickets to businesses, corporations, groups and the general public
- Implement and demonstrate outbound sales efforts by using sales and service best practices, prospecting, networking, lead generation, referral gathering, data capture and database management
- Provide a superior level of customer service to all season ticket holders, plan holders, single game buyers, new business prospects and general fans alike
- Responsible for operating sales, service, will call and ticket scanning functions at all events assigned
- Participate in and contribute to regular team meetings and training sessions
- Reconcile financial information, submit deposits and perform other fiduciary duties
- Perform clerical responsibilities including filing, sorting, organizing, mailing and other tasks as needed
- Contribute positively to the ticket office team culture by developing mutually beneficial working relationships with all team members
- Other duties as assigned

Required Skills and Experience:

- Must be available to work nights and weekends; weekday day shifts as needed
- Positive attitude
- Detail-oriented with strong organizational and time-management skills
- Excellent oral and written communication skills
- Ability to focus in a fast-paced environment
- Flexibility to change and adapt to new processes, with a problem-solving mindset
- Proficient in computer operation, including Microsoft Office and the ability to learn and master new computer programs, including Paciolan ticketing system

Preferred Skills and Experience

- Experience in customer service, sales, marketing or advertising
- Experience in Adobe Creative Suite products

Benefits

- Competitive pay/compensation
- Flexible schedule
- Work in sports and entertainment! Access to events at Adams Center and Washington-Grizzly Stadium
- Fun team environment
- Leadership development
- Hands-on experience in all aspects of revenue generation
- Flexible responsibilities based on team needs and individual skills and interests