

**Title:** Ticket Sales Representative  
**Entity:** University of Rhode Island Athletics (Basketball and Football) and Ryan Center  
**Reports to:** Senior Ticket Sales Manager  
**Supervises:** None  
**Status:** Part Time; Hourly 30 hours a week plus events

**Summary:**

Under the leadership of the Senior Ticket Sales Manager, the Part Time Sales Representative is responsible for the generation of ticket sales revenue. The Sales Representative is also responsible for assisting the Senior Ticket Sales Manager with all aspects of the annual season and group ticket sales campaign including but not limited to Full Seasons, Partial Plans, and Groups for URI Football and Men's and Women's Basketball as well as family shows at the Ryan Center.

**Qualifications:**

- Bachelor's Degree in Marketing, Sports Management, or Business-Related field required
- Familiarity with Customer Database Management Software
- Minimum of one (1) year fundraising, promotional, or sales experience with a collegiate and/or professional sports team including some supervisory experience
- Ability to travel and work nights, weekends and select holidays, in addition to traditional business hours, is required
- Excellent organizational skills and customer service skills required
- Proven ability to work in a team environment yet capable of completing tasks independently
- Positive thinker required
- Enthusiastic, motivator and sales professional required
- Excellent knowledge of PC systems including Word, Excel, and database management software
- Ticketing software knowledge a plus

**Essential Functions:**

- Responsible for communicating to clients and prospects through various means including direct contact, corporate partner gatherings, etc.
- Meet with event clients prior to events in determining event needs, oversee related staff and provide information and direction to in-house departments and support staff.
- Responsible for producing the maximum revenue for URI Basketball and Football through the sale of ticket packages.
- Knowledgeable in all URI Basketball and Football product lines including season plans, partial plans, and premium seating group packages.
- Assist Senior Ticket Sales Manager with coordinating campaign schedule to ensure complete prospecting canvas of all products.

- Manages all database information listings acquired through various entities through CRM database.
- Assist with closing business, sales calls and appointments.
- Responsible for handling customer challenges and/or concerns as they relate to sales made by the department.
- Assists with requests for additional support staffing for outside events and games.
- Personally Selling.
- Assist Senior Ticket Sales Manager with Ticket Sales Marketing plan to increase Ticket Revenue.
- Prepare sales material and collateral.
- Research and implement “best practices” of sales events by networking with other sports teams.

**Nonessential Functions:**

- Other duties and responsibilities as assigned.

**Intellectual/Social, Physical Demands and Work Environment:**

The intellectual/social, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Intellectual/Social demands:**

- While performing the essential functions of this job, the employee is continuously asked to multi-task under time limits. Position requires constant attention to precise details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. Employees in this role will constantly be in leadership role; this requires directing others either verbally or in writing to complete tasks in prescribed time frame. This position also requires constant use of interpersonal skills including: ability to direct/motivate/inform staff and foster collaboration, being able to recognize and resolve conflicts, being able to openly communicate in writing and verbally with clients.

**Physical demands:**

- While performing the essential functions of the job, the employee constantly operates a computer and other office devices such telephones, copy machines, fax machines, etc; occasionally moves about inside the office to access storage areas, cabinets and office machinery; constantly moves about the arena and event sites before, during and after events to service clients and supervise staff; constantly communicates via telephone, email and in-person with others to exchange accurate information.

**Work environment:**

- The duties of this position are performed indoors and occasionally outdoors in the weather conditions prevalent at the time. The noise level in the work environments is usually moderate to loud during events and minimal during non-event times.

EOE