
Auburn University Job Description

Job Title:	Coord, Ath Ticket Sales	Level I	Grade AT02 \$32,100 - \$44,900
Job Code:	BB44	Level II	Grade AT04 \$37,300 - \$56,000
FLSA status:	Exempt		

Job Summary

Under the general supervision of the Manager of Ticket Sales, the Coordinator of Ticket Sales will serve as an active member of the outbound ticket sales team for Auburn University Athletics. The Coordinator of Ticket Sales is responsible for selling a full menu of ticket options to athletics events and soliciting contributions to Tigers Unlimited Foundation.

Essential Functions

1. Conducts daily outbound calls to prospects for full season, mini plans, group, and single game tickets for football, men's and women's basketball, baseball, softball and gymnastics and makes follow up calls to ticket holders who communicate concerns and issues they've experienced.
2. Calls current and previous ticket buyers to execute renewal plans and strategies and cold-calls new leads to generate sales.
3. Cultivates current and past groups and new prospects to generate sales.
4. Contacts area businesses, youth organizations, and other large groups to promote the group ticket program.
5. Works all home football game days and other athletic home events as determined by the Manager for Ticket Sales and Assistant Athletics Director for Ticketing to service ticket buyers.
6. Achieves and exceeds weekly, monthly, and annual sales goals by performing daily outbound calls and setting face-to-face meetings and tours.
7. Provides superior customer service to prospects, ticket buyers and donors throughout the season while maintaining an account list of ticket holders to ensure high customer satisfaction and retention rates.
8. Develops relationships across the department within all Auburn Athletics external units and Tigers Unlimited Foundation.
9. Works closely with the Manager of Tickets sales to create new revenue generating ideas.
10. Job requires ability to work a flexible schedule, including weekends, holidays, and evening hours. May need the ability to travel as needed to complete job duties and responsibilities. May perform other duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

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Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Under general supervision, performs varied duties and assignments involving some judgment. Resolves routine questions or problems, referring only complex issues to higher level. Some evaluation, originality and ingenuity required.	Knows and applies fundamental concepts, practices and procedures of particular field of specialization.	Bachelor's degree in discipline appropriate to position plus 2 years experience.
II	Under minimal supervision, performs complex assignments and fulfills broad responsibilities where required outcomes are defined, but methods and procedures may vary based on professional judgment or precedent. Considerable latitude for unreviewed action. Confers with supervisor on unusual matters. Coordinates the work of others on projects and may assign work to and assist less experienced professionals or support staff. May act in an advisory capacity to managers or faculty.	Knows and applies advanced concepts, practices, and procedures of particular field of specialization, with awareness of related fields.	Bachelor's degree in discipline appropriate to position plus 4 years experience. Experience must include at least 2 years at the preceding level or equivalent.

* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

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Minimum Required Education and Experience

Level I Bachelor's degree in discipline appropriate to position plus 2 years experience.

Level II Bachelor's degree in discipline appropriate to position plus 4 years experience. Experience must include at least 2 years at the preceding level or equivalent.

Focus of Education

No specific discipline.

Focus of Experience

Experience in ticket sales, preferably with at a major Division 1 university or professional sports, or customer service experience.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Ability to:

- Communicate effectively with others verbally and in writing;
- pay attention to the minute details of a project or task;
- to show consideration for and maintain good relationships with others

Knowledge of sales and customer services best practices and demonstrated track record in sales and building quality relationships.

Certification or Licensure Requirements:

None required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires reaching, and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/8/2024
