

POSITION OPENING:**Assistant Ticketing Director****12TH MAN FOUNDATION, TEXAS A&M UNIVERSITY****DESCRIPTION:**

We are looking for a ticketing professional with a proven track record, a great work ethic and the desire to be impactful in a fast-paced environment to join our ticket staff. The ideal candidate would be a self-starter, extremely organized and able to effectively manage multiple tasks. This individual must be an excellent communicator who enjoys interacting with customers and co-workers. This position will assist with the day-to-day ticket operations in the 12th Man Foundation Ticket Center

RESPONSIBILITIES:

- Process ticket orders including renewals and new sales
- Maintain customer records
- Perform ticket upgrades and allocations
- Handle phone calls, emails and office visits with customers regarding their tickets
- Event responsibilities for ticket on-sales and events held at Texas A&M athletic venues
- Event supervision of box office staff and pass gates

QUALIFICATIONS:

- Bachelor's Degree or comparable work experience
- Two years+ customer service experience in a fast paced environment
- Past experience with use of an automated processing system (preferably ticketing system)
- Effective communicator with excellent verbal and written communication skills
- Team oriented attitude, professional demeanor and appearance
- General computer skills including a demonstrated competency in Microsoft Excel and Word
- Good organizational skills with the ability to coordinate multiple tasks simultaneously
- Ability to work long hours including nights, weekends and some holidays

SALARY & BENEFITS:

Salary commensurate with experience. The 12th Man Foundation offers competitive salaries and a comprehensive benefits package.

TO APPLY:

Interested applicants should submit a cover letter and resume to employment@12thmanfoundation.com. Application deadline is July 15, 2014