



2019 SUMMER TICKETING INTERNSHIP

Job Description

Position:

Summer Ticketing Intern

Position Overview:

Assist in all facets of preparing and coordinating ticketing matters including, but, not limited to, pre-tournament sales efforts and sales campaigns (group/corporate ticketing and individual accounts); all facets of preparing and coordinating ticketing matters for group campaigns, special event campaigns; managing, troubleshooting, monitoring and processing all ticket orders (placed online or via mail or phone prior to and during the event); preparation of all daily signage for tournament ticket windows; preparation of all training materials; assistance in training and management of volunteer ticket office interns; monitoring window sales on site; assisting in resolving window transaction issues and effectively handling patron questions, all under the direction of the Director of Ticketing and the Ticketing Manager.

Post tournament event inventory and wrap-up reports regarding execution of ticketing processes and sales goals also required.

This position is that of a customer service specialist, and the highest level of professionalism is required. The successful candidate will be able to perform efficiently and accurately in a fast-paced environment with the ability to multi-task within time constraints; communicating effectively, both orally and in writing; and providing tournament information in a clear and concise manner to email and phone inquiries from patrons.

Position Objective:

To do anything necessary to ensure a pleasant, smooth, accurate and efficient operation of ticketing services for all patrons' pre-tournament as well as during the tournament.

Pre-Tournament Duties:

- Assisting in pre-tournament sales efforts and sales campaigns (group/corporate ticketing and individual accounts)
- Contact past patrons to distribute 2019 tournament and ticketing information as necessary
- Prompt and accurate processing, including email confirmation and sales source captures of all group ticket orders and special event orders (American Express premium seating offer, or other special offers that the tournament may direct)
- Prompt and accurate processing, including email confirmation and sales source captures of all new series and single session ticket orders (placed via phone, online order form or mail)
- Act as main contact in maintenance of all group, special event, and single session ticket orders (placed via phone or online)
- Maintain accurate filing system of all group, special event, and new series orders to facilitate issue resolution pre-tournament and during the tournament
- Preparation and maintenance of materials detailing general tournament ticketing information, ticketing discounts, special events or special pricing for all interns to reference

- Assist in training of other ticketing interns who will have start dates later in the season
- Manage distribution (electronic or mail) process of all group, special event, and single session tickets and parking beginning in early June and continuing several times weekly thereafter
- Assist in preparation of group/special pricing sales reports
- Assist in series ticket/collateral material mailing while shifting to manage and monitor all daily ticketing operations (handling issues with minimal assistance) during this process
- Preparation of receipts upon patron request
- Contact patrons for upgrade list or waiting list openings as necessary
- Contact patrons to follow up on series spring balances as necessary
- Assist in preparations for training ticket office volunteers and coordination of scheduling volunteers for tournament coverage
- Prepare all signage to be utilized in the ticket office during tournament (USTA dates, special discounts, template for daily information for window sales, rain policy, event codes, pricing sheets, appropriate maps, aisle seating designators, row listings)
- Prepare all collateral materials for usher training manual (sample tickets for all series, single session, accessible seating, and grounds passes)
- Prepare all collateral training materials (manifest available window sales, emergency TM procedures) for volunteer interns who will assist in day to day operations of ticket office (window sales, will call areas)

Tournament Duties:

- Continuation of most pre-tournament duties including accurate processing/troubleshooting of all series, single session, group, special event/special pricing ticket orders
- Assist in training additional volunteer interns who will assist in troubleshooting ticket orders submitted via phone and online
- Assist in training intern volunteer corps for ticket operations in window sales and will call areas during two training sessions in early August
- First point of contact for volunteer intern questions, etc. during tournament shifts
- First line in managing and resolving patron questions, ticket account issues such as lost tickets, reprinting ticket accounts, seating issues, etc. with guidance from Director of Ticketing and Ticketing Manager
- Daily preparation of all signage (including LED signs) for ticket office window sales including USTA information, internal signs for window sales interns (per session each day), will call areas, set up of daily accounts for window sales, monitoring of ticket stock for all BOCA printers
- Daily preparation of documentation sheets for USPTA tickets distributed at will call as well as managing process with will call personnel
- Assisting in daily management of will call (one intern assigned to this area) along with volunteer corps regarding procedures in management of reprinted tickets, drop off questions from vendor's/VIP areas, distribution of daily updates regarding special events, groups onsite for direction on where to secure tickets and/or credentials
- Assist Director of Ticketing, Ticketing Manager and Ticket Office Volunteer chair in window sales management, adjustments to window accounts, contacting finance intern if change necessary for sales window cash drawers, and balancing of window accounts for twice daily deposits
- Assist with other duties as may be assigned to ensure premium customer service to tournament patrons

Post-Tournament Duties:

- Close, inventory and clean ticket office
- Prepare final report, and post tournament reports as needed