

Sales & Services Coordinator (Post Graduate Internship)

University of Delaware
Department of Athletics and Recreation Services
Newark, DE

(1 position available; \$11-hourly, 24 hours/week)

Context of Job:

The Sales & Services Coordinator (Post Graduate Internship), at the University of Delaware is a valued member within the University and Department of Intercollegiate Athletics and Recreation Services (DIARS), upholding and embracing the departmental mission of "Achieving Excellence Together."

The Sales & Services Coordinator (Post Graduate Internship) is responsible for assisting in all aspects of the Sales & Services functions within the Department of Intercollegiate Athletics and Recreation Services at The University of Delaware which includes assisting in the ticket operations for internal and external events hosted by DIARS, assist in sales initiatives and assist in customer inquiries daily.

This position requires a flexible work schedule, including late evenings, weekends and holidays as needed.

Major Responsibilities:

- Assist in ticket operations for internal and external events, which includes communicating effectively with customers to provide quality ticketing services
- Assist in outbound sales efforts by using sales and services best practices, prospecting, networking, lead generation and referral gathering.
- Assist in supervision of ticket operation and sales for multiple revenue generating sports as well as assisting with game day supervision.
- Maintain competence in the use of all functions of the ticket system
- Customer service: assisting with the management of the ticket office email account as well as inbound phone calls and voice messages.
- Assist in the implementation of customer service and retention strategies in order to deliver consistently positive service and exceed set goals in annual ticket sales revenue

Minimum Qualifications:

- Proficient in Microsoft Office, including Excel, Word, PowerPoint, and Outlook.
- Excellent interpersonal skills.
- Ability to prioritize multiple projects.
- Effective time management skills.
- Excellent communication skills.
- Ability to handle information in a confidential, objective and professional manner.

Preferred Qualifications

- Digital design experience using Photoshop or InDesign
- Experience with SalesForce CRM or Paciolan Ticketing System

To apply for this position, send your cover letter and resume to Erica Sieben (esieben@udel.edu).

Equal Employment Opportunity

Employment offers will be dependent upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment. The University of Delaware is an Equal Opportunity Employer, which encourages applications from Minority Group Members, Women, Individuals with Disabilities and Veterans. The University's Notice of Non-Discrimination can be found at <http://www.udel.edu/aboutus/legalnotices.html>