



## **FIRST YEAR TICKET SERVICES COORDINATOR**

### **Spokane Indians Overview:**

The Spokane Indians are the High-A Minor League affiliate of the Colorado Rockies located in Spokane, Washington. The Spokane Indians organization provides affordable family entertainment for everyone by creating a safe, fun, and friendly atmosphere while exceeding guest expectations.

### **First Year Ticket Services Coordinator Overview:**

The First Year Ticket Services Coordinator is an entry-level sales opportunity. This position is designed to provide valuable experience as well as train and develop skills related to phone sales, face-to-face meetings, lead cultivation, CRM databases, customer service, and more. The goal is to give each team member the knowledge and skills for advancement in their career. In addition to continuing a career with the Spokane Indians, notable alumni who have worked for the Indians in this position have gone on to work for the Seattle Mariners, the Seattle Reign, the Portland Trailblazers, Gonzaga University, the University of Oregon, Learfield/IMG, Playfly Aspire, Stryker, various real estate agencies, among many other places.

### **Summary of Responsibilities & Duties:**

- Have fun! Enjoy what you do and make the team members around you better.
- Seek opportunities to learn, always working to improve the Spokane Indians organization and yourself.
- Implement a “yes attitude”, always contributing to the success of the team.
- Provide and ensure internal customer service to all team members. Incredible internal customer service leads to exceptional external customer service.
- Make a minimum of 225 outgoing sales phone calls per week with the goal of connecting with ticket package prospects.
- Participate in an extensive training program to acquire the necessary knowledge and skills to be successful in this position.
- Learn and become an expert on Spokane Indians ticket products and work to find the right ticket solution for each prospective customer.
- Learn the Spokane Indians CRM system (Salesforce) and how to properly maintain account records.
- Learn the Tickets.com (ProVenue) platform.
- Help develop a relational culture with ticket package holders that leads to an increased renewal percentage base for future years.
- Collaborate and communicate with all other Spokane Indians departments to support the Spokane Indians mission of “Providing affordable family entertainment for everyone by creating a safe, fun, and friendly atmosphere while exceeding guest expectations”.

- Additional in-season duties revolve around day-of-game ticket sales and other customer service focused tasks.

### **Position Requirements:**

- Available for the majority of the 66 home games with the ability to work nights, weekends, and some holidays such as the 4<sup>th</sup> of July during the season.
- Must be a self-motivated, confident, and people-focused person with the ability to work independently and as part of a team.
- Must have strong active listening skills with the ability to communicate in a professional yet concise manner.
- Prior sales experience is not required; however, a growth mindset, goal-oriented attitude, and strong communication skills are necessary for success.
- Willing to embrace the work hard, play hard culture of the front office. Be willing to have fun, strive for excellence, collaborate effectively, and ambitiously work toward team and individual goals.

### **Position within the Team:**

The First Year Ticket Services Coordinator will report directly to the Director of Ticket Services and work closely with other members of the ticket department and front office team.

### **Timeline:**

The target start date for this position is November 19<sup>th</sup>, 2024, with the intent to work through September 20<sup>th</sup>, 2025. The goal of the Indians is to develop long-term team members, with the hope that this position will create opportunities for professional and personal growth. During the month of August, the Indians conduct an extensive reflection and forecasting process to begin identifying team needs and personal career goals for the next year.

### **Compensation & Benefits:**

This position includes:

- A base compensation range of \$19.75/hour to \$19.75/hour - This position will average 40 hours per week in the off-season (November through March) with the opportunity to accrue roughly 100 hours of overtime during the season (April through September).
- \$2,962 estimated in-season overtime
- \$1,500 estimated commission

In addition to the compensation listed above, the First Year Ticket Services Coordinator will also receive:

#### ***Additional Compensation Opportunities:***

- Potential sales contest earnings
- Potential year-end bonus, based on team financial performance and individual job performance

#### ***Time Off:***

- Paid vacation and personal days (40 hours)
- Paid volunteer hours (8 hours) to be used for any approved volunteer experience for a non-profit, community organization, etc.
- Additional holidays and days off including but not limited to: (10) days for winter break, Martin Luther King Jr. Day, President's Day, Memorial

Day, Labor Day, (2) days during the Spokane County Interstate Fair, in-season recovery days, etc.

***Health & Wellness Benefits:***

- The opportunity to enroll in health, dental, and vision benefits, and if enrolled, the Indians will pay the monthly premiums (\$5,590 value per calendar year)
- The opportunity to enroll in a Health Savings Account (HSA), where the Indians will contribute \$80 per month into the account
- The opportunity to enroll in a group life insurance policy of \$10,000 directed to the policy beneficiary
- Accrual of (1) hour of paid sick leave for every 40 hours worked, redeemable only as an active Spokane Indians team member

***Fun Extras:***

- The opportunity to participate in professional and personal development workshops, covering topics such as budgeting, public speaking, and more
- The opportunity to participate in monthly Staff Pride & Fun events during workhours
- \$325+ in Indians apparel each season, including polos, a sweatshirt, a rain jacket, Nike shoes, and more!
- The opportunity to access snacks, pre-game, and in-game meals as needed during season, along with meals for your immediate family
- Complimentary tickets for friends and family to attend Spokane Indians games