



## **SPokane INDIANS BASEBALL CLUB**

### **GROUP TICKET COORDINATOR JOB DESCRIPTION**

#### **JANUARY 10, 2022 — SEPTEMBER 24, 2022**

#### **Spokane Indians Overview:**

The Spokane Indians are the High-A 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 (the Wow Factor).

#### **Group Ticket Coordinator Overview:**

The Group Ticket Coordinator is an entry-level sales position. This position is designed to provide valuable experience as well as train and develop skills related to phone sales, account management, 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. Notable alumni who have worked for the Indians have gone on to work for the Seattle Mariners, the Texas Rangers, Learfield/IMG (various colleges), the Stockton Kings (G-League), the Coeur d'Alene Resort, and Boeing 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. Remember, incredible internal customer service leads to exceptional external customer service. Be a leader in customer service.
- Make a minimum of 225 outgoing sales phone calls each week to all school and faith groups from 2021 and prior.
- Gain new business from any other school, faith, and business accounts who are not current customers.
- Closely manage group accounts from the off-season through their outing.
- 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 & FEVO platforms.
- 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:**

- Four-year degree by January 10<sup>th</sup>, 2022.
- Available for the majority of the 66 home games with the ability to work nights and weekends during the season.
- Must have reliable transportation.
- Must be a self-motivated, confident, and people-focused person with the ability to work independently and as part of a team.
- 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 Group Ticket Coordinator will report directly to the Group Ticket Manager and work closely with other members of the Ticket Department and Indians front office team.

**Timeline:**

The Group Ticket Coordinator will start on January 10<sup>th</sup> and work through September 24<sup>th</sup>. The goal of the Spokane Indians is to develop long-term team members. 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 upcoming year.

**Compensation:**

This position includes hourly wages, in-season overtime, commission, and sales contests. There is also an opportunity to enroll in health and dental benefits, and if enrolled, the Indians will pay the monthly premiums.

**To Apply:**

If you are interested in applying for this opportunity, please visit our website at <https://www.milb.com/spokane/team/jobs>.