

## **Customer Relations Team Member—Ticket Office**

*(Work Study students encouraged to apply)*

As a Customer Relations Team Member you will serve as a window to the university. See yourself talking Gopher sports and stepping into the middle of the action, while getting paid!

You will use ticketing software to serve the needs of Golden Gopher Athletics customers and fans. You will take questions and ticket orders over the phone, through e-mail and at our ticket office windows during events.

### Job Responsibilities

- Will complete ticket sales using innovative ticketing software.
- Orders will be taken via telephone and at the ticket window.
- Will answer customer questions and promote Golden Gopher Athletics to our fans.
- Will assist at events and in the office during peak business times:
  - In the ticket office for the single game ticket release dates for football, men's basketball, and men's hockey
  - Football games (7 home games)
  - Be available to fill in at venue ticket office during Gopher sporting events
  - Be available nights, weekends, and during school breaks
- Assist ticket office staff with:
  - Fulfilling season and single game ticket mailings
  - Helping to improve ticket office processes and procedures through customer feedback
  - Additional duties as assigned by ticket office staff

### Minimum Requirements

- Excellent customer service, oral, and written communication skills
- Computer experience (Microsoft Outlook, Word, Excel, etc.)
- Interest and passion for athletics

### Desired Experience

- Previous customer service or phone sales
- Previous ticket office and/or ticket office software experience

*We are currently hiring for 2008-09!*

\*\*To apply complete an on line application at [www.umn.edu/ohr](http://www.umn.edu/ohr) and attach a cover letter and resume. (Search for job# 154541)