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# Example of Ticket Sales Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of ticket sales. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for ticket sales

* Proactively prospect and qualify for new direct customers for the CTO by conducting frequent telemarketing campaigns to grow customer database
* Participate in joint sales calls with CTO Supervisor, Sales Department personnel and airline partners key events with the purpose of capturing new prospects
* Assist co-workers direct customers with problems and concerns related to reservations/ticketing, MileagePlus, refunds, United.com products and services
* Remain current with new ticketing, refund and reservations policies and/or procedures, products and services
* Maintain open, direct and immediate communication with CTO Supervisor and CTO Management
* Immediately report and document any discrepancies or irregularities to the CTO Supervisor
* Complete without fail Agent Closeouts, print out Ticket Number List (TNL) reports and complete Individual Cash Deposit (A202A) & Station Cash Consolidation (A202B) forms on a daily basis
* Report system outages and/or equipment failure according to escalation procedure
* Process group requests received from direct customers and travel agencies by providing a group contract including all terms and conditions related to deposits, ticketing date, cancellation, itinerary, and authorized fare
* Comply with the required corporate image by presenting in full uniform and maintaining a clean and safe working environment

## Qualifications for ticket sales

* Ability to handle high volumes of customer interaction
* Ability to communicate clearly & accurately with a variety of people
* Bachelor’s degree in business, sport management, marketing or related field
* High school graduation or equivalent AND two years of related experience OR equivalent education/experience
* Demonstrated success working in a fast paced environment and the ability to multitask
* Candidates should be computer proficient, detail oriented, and enthusiastic about working within a sport-related environment