

Sales & Marketing: Ticket Sales

**Inside Sales Representative - Arizona Coyotes (Glendale, AZ)**



**Job Summary:**

Under the direction of the Manager of Inside Sales, the Inside Sales Representative responsibilities include prospecting to sell and service new accounts, create new ideas to increase both Season & Group ticket sales. Perform basic office functions as needed. Please Note: The Inside Sales Representative position has consistently been our main feeder system to our Full Time Season Ticket & Group Sales teams. This position is part time/hourly working up to 29.5 hours per week.

**Key Tasks and Responsibilities:**

- Sell Arizona Coyotes and Gila River Arena ticket products including group tickets, season tickets, partial & mini plan packages and individual event ticket products.
- Build relationships to provide repeat business, maximize cross selling opportunities and excellent customer service.
- Proactively create opportunities for new business with existing customers.
- Daily dedication to making a minimum of (85) out of season and (75) in-season quality outbound calls from provided lists of Coyotes game buyers as well as other lead sources including area companies to sell season, group and partial plan ticket packages.
- Call past customers and solicit new sales leads to generate incremental Season, Mini & Group Sales opportunities.
- Handle incoming sales calls from sales prospects for all ticket products.
- Conduct in-arena appointments and tours of Gila River Arena to assist in closing new business and developing new relationships.
- Meet or exceed assigned sales goals for all ticket products.
- Document and maintain all Sales touch-point activities within the CRM system.
- Engage fans on game nights at the Sales Center to build database and to support ticket sales promotional initiatives.

**Required Knowledge/Skills/Job Qualifications:**

*Knowledge, Skill and Ability*

- Excellent communication skills, both written and oral
- Manage multiple relationships well
- Detail oriented and organized
- Aggressive, competitive and committed
- Highly motivated with a desire to be successful
- Effective time management skills
- Teamwork

*Education and Formal Training:*

- College degree required.

*Experience:*

- Prior telemarketing and/or sales experience is preferred but not required.

*Material and Equipment Used:*

- Daily use of Ticketmaster and Archtics software as well as Excel and Microsoft CRM.

**Note:** When you apply for this job online, you will be required to answer the following questions:

1. Please describe what specific tasks you would be performing on an average work day during the hockey season?
2. This is a Ticket Sales position that requires true dedication and enthusiasm to make 85+ quality outbound phone calls each day (note: 80% of the leads are provided). What are your thoughts?
3. Why are you looking to begin a career in Ticket Sales with the Coyotes?
4. Why should we take a leap of faith and consider you over other quality candidates?
5. If applicable, are you able to relocate to Arizona at your own expense? Y/N