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**Job Title:** Ticketing Student Employee

**Department:** Department of Athletics
**Hourly Rate:** $12/hour
**Work Hours:** Up to 20 hours per week (flexible with class schedule)

**Position Summary:**

The Ticketing Student Employee will provide essential support to the AAMU Department of Athletics' ticketing operations, contributing to the efficient management and execution of ticketing for all home athletic events. This role offers a valuable learning experience within a dynamic athletics environment, aligning with the department's student-centered philosophy that prioritizes academic achievement, sportsmanship, and the holistic development of student-athletes. The Student Employee will gain practical experience in event management, customer service, and data management.

**Purpose and Learning Outcomes:**

* Develop a comprehensive understanding of athletics ticketing operations, including event setup, sales, and reconciliation processes.
* Enhance customer service and communication skills through direct interaction with fans, staff, and external partners.
* Gain practical experience in utilizing ticketing software and managing event data, contributing to organizational efficiency.
* Cultivate professional responsibility and teamwork skills within a fast-paced sports administration setting.

**Key Responsibilities:**

* Assist with the setup and breakdown of ticketing areas for various athletic events.
* Process ticket sales, manage Will Call, and resolve ticketing issues for patrons on game days.
* Provide excellent customer service, answering inquiries and assisting fans with their ticketing needs.
* Support the reconciliation of daily ticket sales and prepare reports as needed.
* Assist with the inventory and organization of ticketing materials.
* Learn and operate ticketing software, ensuring accurate data entry and management.
* Support administrative tasks as assigned by the ticketing staff or supervisor.

**Qualifications:**

Preferred knowledge, skills, and personal qualifications:

* Interest in sports administration, event management, or a related field.
* Previous experience in customer service, sales, or cash handling.
* Familiarity with ticketing software or database management systems.
* Demonstrated ability to work effectively in a team environment.

Required Qualifications:

* Must be a currently enrolled undergraduate or graduate student at Alabama A&M University.
* Minimum cumulative GPA of 2.5.
* Ability to work flexible hours, including evenings, weekends, and holidays, as dictated by the athletics schedule.
* Excellent interpersonal and communication skills (written and verbal).
* Strong organizational skills and attention to detail.
* Ability to work independently and as part of a team.
* Proficiency in basic computer applications (e.g., Microsoft Office Suite).

**Experience Gained in this Role:**

By the end of the employment period, the student will have developed skills in:

* Professionalism – The student will be able to prioritize and complete tasks effectively.
* Teamwork – The student will be able to employ their personal strengths, knowledge, and talents to complement those of other individuals on their team.