



3636 Camino Del Rio N. Suite 120  
San Diego, CA 92108

619.340.1300 *Front Office*  
info@sdstrikeforce.com  
**SDSTRIKEFORCE.COM**

# JOB DESCRIPTION

Director of Ticket Sales

## Summary

The Director of Ticket Sales, under the direction of the General Manager, is responsible for all team ticket-related services including season and group sales, customer service functions, database management, supervision of the ticket sales department, and the execution of organizational objectives to achieve sales-related goals.

## Primary Duties and Responsibilities

- Implement and oversee the management of the ticket operating system (AXS) for season, group, and single-game ticket packages to maximize revenue generation.
- Leverage new data and technology to maximize departmental efficiency.
- Prepare accurate daily, weekly, monthly, seasonal and annual reports and analysis for executive team management and ownership; be able to communicate current status and accurately project the outcome of sales efforts daily.
- Provide reporting information of call volume, prospect pipelines, and completed sales.
- Assist with the planning and execution of season and corporate ticket holder events, benefits, information sessions, renewal campaigns, and call campaigns.
- Participate as a team member through meetings and offer support to other team members to maximize customer service, retention efforts, and sales performance.
- Act as team's main liaison for the Pechanga Arena San Diego and AXS Ticketing System.
- Oversee execution of the client amenities and services to optimize client experience, satisfaction, maximize sales profitability and enhance retention efforts.
- Interact with other team departments to provide a cooperative, client-oriented focus for all ticket related operations.
- Provide creative input and assertive follow-through to efforts that enhance client satisfaction and retention.
- Identify sales opportunities through networking and outreach within the local market.
- Perform game/event requirements and other projects as requested.

## Competencies and Qualifications

- Excellent organizational skills.
- Self-starter who is motivated to build new programs and exceed expectations.
- Superior customer service skills that showcase a positive and enthusiastic approach to customers so as to convey a positive image and respond to clients in a timely manner.
- Sales background with proven track record.
- Excellent communication skills both written and verbal, detail oriented, strong problem solving and decision-making abilities.
- Proficient in Microsoft Office programs. Adobe experience a plus, but not required.
- Night and weekend work required, including working team events outside of game days.
- Bachelor's degree from a four-year college or university with a minimum of 2-years of experience in sports ticketing preferred.

## Compensation

- Competitive base salary, plus commission and bonus incentives.
- Health benefit option after a 90-day employment period.

**TO APPLY:** Please email your resume and cover letter to Strike Force General Manager Ryan Eucker at [ryan@sdstrikeforce.com](mailto:ryan@sdstrikeforce.com).



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## **ABOUT THE SAN DIEGO STRIKE FORCE INDOOR FOOTBALL LEAGUE TEAM**

The San Diego Strike Force will enter their second season as a member of the Indoor Football League in 2020 under the co-ownership of Roy Choi and Greg Anderson with General Manager Ryan Eucker at the helm. The team plays its home games at Pechanga Arena San Diego. Tickets and partnerships are available for the 2020 season. For more information, visit [www.sdstrikeforce.com](http://www.sdstrikeforce.com). You can also follow the team on [LinkedIn](#), [Facebook](#), [Twitter](#), [Instagram](#) (@sdstrikeforce).

## **ABOUT THE INDOOR FOOTBALL LEAGUE**

The IFL will kick off its 12<sup>th</sup> after being created in 2008 from a merger between the Intense Football League and the United Indoor Football Association. Its teams are located from San Diego, California, to Green Bay, Wisconsin. For more information about all things IFL, visit [www.goifl.com](http://www.goifl.com) or call the league office at 804-643-7277.