



**SUN LIFE STADIUM /MIAMI DOLPHINS  
JOB DESCRIPTION**

**POSITION: Seasonal Sales Representative, Ticket Sales**

DEPARTMENT: Season Ticket Sales Department  
REPORTS TO: Senior Manager, Season Ticket Sales

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**Summary:** Assist the Miami Dolphins Sales Department by maintaining an active role in the sale of Dolphins Season Tickets, Partial Plans and Group Tickets.

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**ESSENTIAL FUNCTIONS:**

- Prospect potential full season, partial season and group ticket clients through daily phone calls and emails
- Adhere to department guidelines in relation to call volume and outside networking opportunities
- Maintain a high level of customer service to new and existing clients
- Work with related departments to improve communication and improve the fan experience
- Consistently enter client data into CRM system throughout the sales process to aid in information sharing between sales and service
- Represent organization at various networking and/or offsite community events promoting ticket sales
- Assist with administrative functions for the department
- Facilitate special projects as assigned
- Additional related duties as assigned

**ESSENTIAL REQUIREMENTS:**

- Minimum high school diploma or equivalent. College degree preferred.
- Strong customer service and interpersonal skills
- Archtics ticketing system and Microsoft CRM experience preferred
- Telephone sales and/or customer service experience preferred (previous experience with a sports franchise or in the sports industry a plus)
- Excellent written and oral communications skills
- Ability to handle heavy outbound phone volume
- Basic understanding of Microsoft Word and Outlook
- Bilingual (English/Spanish) a plus
- The ability and desire to work flexible hours including evenings, weekends and holidays

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