



**Spokane Shock
Director of Ticketing and Business Operations**

Team Overview

The Spokane Shock are a new indoor football team playing in the Indoor Football League (IFL). This is a start-up minor league sports opportunity. We are seeking energetic, passionate and determined team members who want to join a customer-centric and collaborative sports team culture. Team members should be ready to roll up their sleeves and participate in many aspects of the business.

Position Summary

The Ticket and Business Operations Manager will be responsible for managing the day-to-day ticket operations for the team. Duties include managing ticket system event set-up, sales, allocations, and customer ticket distribution. They will also be responsible for ticket reporting and accounting needs like balancing daily receipts, preparing team deposits and maintaining compliance with business policies. The position will serve as the team's ticket office manager at all home games which will oversee ticket sellers, will call, and customer service. Other team business operations duties will also be assigned.

Duties and Responsibilities

Primary duties to include, but not limited to the following:

Manage the day-to-day operations of the Shock ticket office

Take ownership of Shock ticketing: build, activate and monitor Shock season tickets, packages, and events within TicketsWest system

Manage daily sales including seat allocations, processing payments and distributing tickets to customers. This includes phone, online and walk-up outlets.

Handle all daily deposits, credit card charges, and refunds for ticket orders.

Update reports on ticket activity, gate revenue, inventory and other reports requested by Shock executive team

Maintain systems and processes that ensure overall checks and balances exist for the Shock ticket office based on audit guidelines

Serve as ticketing liaison with TicketsWest and Spokane Arena staff

On game days, act as main point of contact for season ticket holders and assist in the management of Spokane Arena ticket office staff

Act as lead in ticketing software training and integration, including training for staff and season ticket members

Lead season ticket renewal process in collaboration with Shock executive team

Responsible for all Shock ticketing equipment, software and ticket stock to ensure efficient sales, service and fulfillment process

Attend regular Shock staff meetings prepared to provide updates on ticket sales, ticket operations and adherence to ticketing timelines

Monitor and fulfill daily office needs including mail delivery, office supplies and answering Shock phones and emails
Support President in managing Shock human resources and other business areas

Qualifications and Experience

Bachelor's Degree with emphasis in business preferred
Minimum 3 years of Ticket Office experience in professional sports, college athletics, or large entertainment venue preferred
1 year of staff management experience preferred
Proficient in complex ticket system management, TicketsWest preferred
Ability to work non-traditional hours at home games and events
Ability to multi-task and work under pressure; prioritize multiple projects, customer service, schedules, and Shock team needs
Must be detail oriented and proficient in computer software, including Excel and Word
Strong customer service and collaboration skills
Display a genuine desire to help people and high ethical standards
Excellent written, verbal and listening skills

Compensation

Competitive salary for sports industry, DOE. This is a full-time position with benefits.

Application Process

The Spokane Shock is an Equal Opportunity employer. No employee of the company will discriminate against an applicant for employment or a fellow employee because of race, creed, color, religion, sex, national origin, ancestry, age, sexual orientation or any physical or mental disability. No employee of the company will discriminate against any applicant because of the person's veteran status.

Qualified candidates should submit their cover letter and resume to sam@sps shock.com. Position is open until filled.