



MARYLAND TICKET OFFICE INTERNSHIP

Qualifications:

- Bachelor's degree
- Strong communication and organizational skills
- At least one year of experience in customer service
- Paciolan experience is helpful but not required

Responsibilities:

- Assist with window and phone sales for all ticketed events using Paciolan software.
- Responsible for providing quality service and responding to web chats.
- Daily printing and distribution of tickets.
- Supervise all aspects of ticket operations for volleyball, women's lacrosse, baseball, and women's soccer.
- Assist with ticket operations for all home football and men's basketball games; including but not limited to; oversight of customer service, access management, complimentary ticket distribution, and seat upgrade oversight.
- Assist with outbound sales efforts.
- Develop skills in sales, service, operations and NCAA Compliance.
- Other duties as assigned.

Compensation: \$10.00 per hour.

Application deadline: May 20, 2015.

Position is for a one year appointment starting July 1.

Please send resume, cover letter, and the names of three references:

Marie Brown
University of Maryland
2740 XFINITY Center
College Park, MD 20742

Send resume to: FAX: (301) 314-4920 Email: mbrown19@umd.edu