



Seasonal Tickets & Events Assistant (Spring 2022)

We are looking for a seasonal ***Tickets & Events Assistant*** to help us manage ticketing, event logistics, and customer service in preparation for Rodeo Austin's 2022 Gala and 15-day fair and rodeo. This is an opportunity to take on the challenge of working in a fast-paced, customer-driven non-profit, in an environment that is exciting, motivating, challenging and fun!

This is a short-term, paid position for the Spring of 2022. The term is from January 5th through April 8th. The pay rate is \$15 per hour. The expected commitment will be 40 hours per week during regular business hours, with possible extended hours during event time.

Who We Are:

Since 1938, Rodeo Austin has been a mission with a rodeo that has brought heritage and entertainment to our community. We are funded by a month-long real western experience held every March, where Rodeo-goers get to do things they can do nowhere else - including a ProRodeo, one-of-a-kind concerts, a carnival and a livestock show. We are Rodeo Austin, a not-for-profit that provides real experiences and gritty fun to raise millions for Texas kids.

What You'll Do:

- Fulfill ticket orders, including sales, processing, and delivery through the online point-of-sale system for season, VIP, group, and internal ticket orders
- Assist with tracking and reporting of ticket and table sales data for the gala fundraiser and all fair & rodeo events
- Administer the distribution and tracking of over 65,000 working personnel credentials
- Assist ticket staff management team with preparation and presentation of staff training materials, as well as onsite event logistics such as ticket purchases, crowd management, and customer service
- Process department orders for signage, equipment, and decorations
- Prepare and maintain the ticketing and gala online event pages
- Assist in coordination of gala fundraiser, including onsite event logistics with venue, production teams, volunteers, and staff
- Receive and respond to customer inquiries via telephone and/or email
- Assist the Ticketing Coordinator and Manager of Ticketing & Technology with any special projects as assigned

What You'll Need:

- GED or high school diploma required; college degree preferred, but not required
- Strong interest and/or experience in sales event planning, customer service, data analysis and/or business management
- Proficiency in Microsoft Office programs, bonus points for experience with Excel or Creative Cloud
- A valid driver's license

- Excellent written and verbal communication skills
- A strong work ethic and a positive attitude
- To be detail-oriented and organized
- Ability to remain poised and professional under pressure
- Demonstrated ability to display discretion and maturity

Perks & Benefits:

- Hands-on, real-life experience to help you hone your talents in customer service, sales, event planning, logistics and marketing
- This is an hourly position with a pay rate of \$15 per hour
- The chance to be part of something bigger – a mission with a Rodeo raising millions for Texas kids

Not sure if you Qualify?

That's okay! if you're interested in the role and believe you could be a good fit, we encourage you to apply!

Rodeo Austin is an equal opportunity employer, and we value diversity. All aspects of employment will be based on merit, competence, performance, and business needs.

Please send cover letter, resume, and list of references to:

Julie Beck, Manager, Ticketing & Technology
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Julie@RodeoAustin.com