



## Seasonal Ticketing & Events Assistant (Fall 2022)

We are looking for a seasonal ***Ticketing & Events Assistant*** to help us manage ticketing, event logistics, and customer service in preparation for Rodeo Austin's 2023 Gala and annual 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 Fall of 2022. The term is from the beginning of September through the end of December, with a possible three-month extension, January – March. The pay rate is \$15 per hour. The expected commitment will be 15 to 20 hours per week during regular business hours.

### 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:

- Assist with entry and management of customer data in the Etix ticketing system, GiveSmart fundraising system, and Rodeo Austin database
- Assist with processing and distributing Season Tickets, VIP tickets, and internal ticket orders via Etix
- Assist with tracking and reporting sales data
- Assist with processing, ordering, distributing, and tracking over 65,000 working personnel credentials
- Assist with coordination of our seasonal ticket staff and preparation of training materials
- Support volunteers with the development and implementation of the Gala décor design plan
- Process department orders for signage, equipment, credentials, and decorations
- Assist with maintenance of our department's online event pages on Etix, GiveSmart and RodeoAustin.com
- Research and establish communication with potential group ticket consumers
- Receive and respond to customer inquiries via telephone and email
- Assist the Ticketing Coordinator and Senior Manager with any special projects as assigned

### What You'll Need:

- GED or high school diploma required; college degree preferred, but not required
- Strong interest or experience in sales, event planning, customer service, data analysis 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
- 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
- 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 via email to:**

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