



TICKET SALES & SERVICE CONSULTANT

Position: Ticket Sales & Service Consultant

Department: The Ticket Office: Sales, Service and Operations

Reports to:

- Director of Ticket Operations
- Director of Premium Sales
- Manager of Premium Client Services
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Status: Temporary/Seasonal

Compensation: \$17 hourly rate plus overtime

Duration: 6 months (March – August) or 4 months (May – August)

Must be available to work the 2026 Cincinnati Open (Dates: August 11 – 24, 2026)

Location:

Lindner Family Tennis Center
5460 Courseview Dr.
Mason, OH 45040

Cincinnati Open

Founded in 1899, the Cincinnati Open is an ATP Masters 1000 and a WTA 1000 tournament that is proudly supported by cornerstone partners Western & Southern Financial Group, Credit One Bank, Procter & Gamble, Great American Insurance Company, Fifth Third and Kroger. The Cincinnati Open most recently welcomed more than 285,000 fans from all 50 states and 65 countries and has been viewed in 187 global markets. With a focus on community, the tournament annually contributes to local charities supporting youth, families, education, health and wellness initiatives.

Why Join Us?

Career Launchpad: Gain real-world experience in sports sales and service, with opportunities to learn from industry leaders and grow your professional skills.

Team Culture: Work in a supportive, inclusive environment that values diverse perspectives, collaboration, and mentorship.

Exclusive Access: Enjoy behind-the-scenes exposure to a major international sporting event, with opportunities to network with professionals.

Professional Development: Receive training, coaching, and feedback to help you succeed and prepare for future roles in the sports industry.

Make an Impact: Play a key role in delivering exceptional experiences to fans and premium clients while contributing to the ongoing success of a historic tournament.

The Role

As a Ticket Sales & Service Consultant, you'll be at the heart of our sales and service operations. You'll drive ticket sales, generate revenue, and ensure fan satisfaction through proactive outreach and exceptional service. During the tournament, you'll take ownership of premium club areas, assist with ticket operations, and help create memorable moments for our guests.

You'll thrive in this role if you are:

- Motivated, resilient, and eager to learn
- Adaptable and comfortable in a fast-paced environment
- A team player with strong emotional intelligence and integrity
- Passionate about building a career in sports sales or service

Key Responsibilities

- Sell and service a full menu of general and premium ticket packages.
- Execute the complete sales cycle from prospecting to closing
- Meet activity and sales goals (calls, appointments, revenue targets)
- Maintain accurate records of all sales and service activities in our CRM
- Respond to inbound ticket inquiries, process payments, and resolve customer questions
- Take initiative in onboarding and mentoring new sales team members, helping shape a high-performance culture and positioning yourself for future leadership opportunities
- Deliver best-in-class service for premium seating clients, including:
 - o Managing premium areas during the tournament
 - o Handling premium service email communications
 - o Building relationships and ensuring a high level of satisfaction for premium clients
 - o Supporting retention events and special experiences for premium guests
- Assist with special projects and pop-up experiences across the campus
- Collaborate with the Director of Ticket Operations, Director of Premium Sales, and Manager of Premium Client Services
- Other duties as assigned for the overall success of the Tournament

Qualifications & Requirements

- Currently enrolled at an accredited college/university or recently graduated
- Desire to build a career in the sports industry
- 1-2 years of ticket sales or hospitality experience preferred
- Experience with CRM systems and Archtics ticketing is a plus (not required)
- Strong time management, customer service, organizational, and problem-solving skills
- High emotional intelligence, curiosity, and a growth mindset
- Full-time, in-person availability from March to August (or May to August)
- Willingness to work non-traditional hours, including weekends and events
- Ability to secure housing and transportation in the Mason, OH area