



Baylor University

SCHOOL OF EDUCATION

Sport Management Graduate Program



Graduate Assistant Program in Ticket Operations

Initiated in the fall of 2016, the Baylor Athletic Department Graduate Assistantship Program has been developed to create a two-year paid apprenticeship-style experience within a specific area of athletic administration under the mentorship of established leaders in that field. Students in this program are selected from a national search process and complete a 36-credit hour master's degree in Sport Management while completing the graduate assistantship duties.

General Expectations:

- Work diligently and professionally
- Meet established deadlines
- Communicate regularly on your progress on assigned tasks
- Report for work on time and in the appropriate professional attire
- Complete 20 hours of service each week to the designated program within the Athletic Department
- Promote the program positively throughout the campus and the Waco community

SPORT MANAGEMENT GRADUATE PROGRAM
SCHOOL OF EDUCATION • DEPARTMENT OF EDUCATIONAL ADMINISTRATION
One Bear Place # 97312 • WACO, TEXAS 76798-7312
254-710-3117

Specific Job Duties and Expectations

Job Title: **Graduate Assistant in Ticket Operations**

Department Supervisor: Matt Johnson, Associate Athletic Director

Work Supervisor(s): Connor Weishaar, Director of Ticket Operations

Office Location: Ferrell Center, Ticket Office Suite

Expected Job Duties:

- Operations: Assist with ticket operations and fulfillment including planning, communication, sales processing and reconciliation for various athletics and special events. More specifically:
 - Handling day-to-day ticket operations to include printing, mailing, order fulfillment, incoming orders, etc.
 - Manage assigned sport event logistics and assist with other ticketed sports regular and post season operations
- Relations: Maintain high levels of service including excellent customer relations, communication and conflict resolution.
- Communication: Maintain communication with supervisor relative to ticket sales, orders, revenue, promotions, etc.
- Compliance: Maintain working knowledge of and adherence to all NCAA, Big 12 Conference, and institution rules and regulations and to communicate immediately any possible infractions of such rules and regulations to the Athletics Compliance staff.
- Projected 20 hours per week. Evenings, weekends and holidays as necessary.
- Other duties as assigned.

BAYLOR[®]
**SPORT
MANAGEMENT**

SPORT MANAGEMENT GRADUATE PROGRAM
SCHOOL OF EDUCATION • DEPARTMENT OF EDUCATIONAL ADMINISTRATION
One Bear Place # 97312 • WACO, TEXAS 76798-7312
254-710-3117