



The PGA TOUR is currently seeking a **Customer Service Agent (CSA)** within the **National Sales & Service Department**. The National Sales & Service department provides a foundation for its entry-level team members to understand the business side of the golf industry, while learning fundamental sales and customer service skills to utilize for the rest of their career. This position primarily focuses on delivering first class customer service support to the PGA TOUR's tournaments across the country. With a consistent focus on training and development, the PGA TOUR National Sales & Service program will build the foundation needed for a long and successful career within our organization.

**Qualified candidates will have the following:**

- Undergraduate degree in Business, Sales, Marketing, Communications, Hospitality, or equivalent experience in related field
- 6 months – 1 year prior experience in customer service, sales, sports, or entertainment preferred but not required
- Excellent relationship building and interpersonal skills, with the ability to interact comfortably and effectively with executives at all levels of an organization
- Desire for a career in sales, service, or ticketing
- Excellent communication and presentation skills, both written and oral
- Must have the ability to anticipate needs, assess situations and act accordingly
- Requires attention to detail and the ability to adapt in dynamic, difficult and stressful situations
- Knowledge of Ticketmaster Host and/or Archtics is an asset but not required
- Advanced computer skills required, including proficiency in Microsoft Office

**Responsibilities:**

- Answer phone calls and emails (35+ daily) from clients to resolve ticket issues
- Assist clients with mobile ticketing, ticket purchases, and special requests
- Manage interactions with prospects through use of CRM system including accurately documenting client information and abiding by policies and procedures
- Professionally communicate to gather all relevant details; communicate with supervisor and provide timely follow up
- Accurately and promptly track and update customer service calls in CRM ensuring information is clear, thorough, and professional.
- Prospect and research businesses with the goal of setting appointments with decision makers
- Special projects and other duties as assigned

**Our benefits include:**

- Medical/Dental/Life/Disability insurance
- Paid time off
- 401k plus employer match
- Employer funded retirement plan
- Health Savings Account/Medical and Dependent Care Flexible Spending Accounts
- Wellness Program
- Membership to TPC Sawgrass

**EOE/DFW**