



## **Job Description**

**Title:** Ticket Sales & Social Media Coordinator

**Department:** Business Operations

**Reports to:** Director of Business Operations, General Manager

**Role:** Part- time, hourly , seasonal

### **Position Summary:**

The Ticket Sales & Social Media Coordinator will play a key role in the execution of Salmon Arm Silverbacks home games by assisting with box office operations and supporting the team's social media efforts. This role includes managing ticket sales, assisting with season ticket holder inquiries, cashing out at the end of game nights, and helping create engaging content for social media both on game days and during the week. An interest or experience in social media is considered an asset.

### **Key Responsibilities:**

- Responsible for selling tickets, and providing customer/staffing support during box office hours and home games, including ticket sales and season tickets.
- Handle game night cash outs and daily reporting
- Support content creation for social media, including capturing behind-the-scenes moments and in-game updates
- Assist in writing and scheduling posts for team social media platforms
- Support in-game sponsor-related promotions (e.g., coordinating contestants, photos, set up)
- Provide assistance to the Partnership Marketing team with contests and managing prize winners
- Fill in as Game Night Host/Announcer as needed
- Handle group ticket inquiries and bookings
- Assist with occasional community and partner events
- Perform other duties as assigned

### **Schedule & Work Environment:**

- Majority of work takes place in Rogers Rink
- Required to work all Silverbacks home games (including playoffs), plus 1 additional shift in the box office per week.
- Position runs from September through the end of the hockey season

### **Qualifications:**

- Strong organizational and communication skills

- Friendly, professional, and customer-service focused
- Experience or interest in social media content creation is an asset
- Ability to work in a fast-paced, dynamic environment
- Prior experience in ticketing, event operations, or customer service is an asset

**Working Conditions:**

The majority of work will be performed in Rogers Rink. This is a part time –seasonal position.

**Schedule:**

This position will be required to work all Silverbacks home game days, including playoff games (April-May), as well as 1-2 days in the box office per week. The position will run from September- end of hockey season.