

# JOB OPENING

## CLIENT SERVICES SPECIALIST



Founded in 2000, Etix is an international web-based ticketing service provider for the entertainment, travel and sports industries, processing over 50 million tickets per year in 40 countries. As the largest independent ticketing company in North America, Etix provides flexible and secure online and box office ticketing solutions, integrated digital marketing services and robust e-commerce fulfillment to over 4,100 venues, theaters, arenas, festivals, fairs, performing arts centers and multi-use facilities. Rockhouse Partners is Etix's in-house digital marketing agency that provides marketing solutions exclusively for Etix clients.

### POSITION OVERVIEW

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**Company:** Etix

**Position Title:** Client Services Specialist

**Position Location:** Houston, Texas

**Position Status:** Full-time

Etix is looking for talented people with a passion for and experience in the ticketing industry to be a part of our growing Client Services team. As a member of the Client Services team, the Client Services Specialist will proactively address client issues with a blend of optimism and realism, with an emphasis on clear communication. This position will support Etix's growing client base via phone and email, as well as on-site at live events.

The winning candidate will have several years of ticketing-related experience, be a proven self-starter and problem-solver with the ability to take direction and apply it to unique challenges. The Client Services Specialist's tasks will include creating events with the Etix ticketing system and providing ongoing technical support and training on the Etix system, hardware and equipment.

### RESPONSIBILITIES

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**Areas of responsibility include:**

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- ▶ Professional Phone and Email communication
- ▶ Travel Onsite
- ▶ Building new/existing client events on the Etix platform
- ▶ Moving/Installing, Supporting Etix equipment

## SKILLS/EXPERIENCE REQUIRED

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- ▶ Knowledgeable about the ticketing industry and live events.
- ▶ Excellent interpersonal and communication skills.
- ▶ Collaboration and teamwork.
- ▶ The ability to learn quickly and adapt in high-paced environments.
- ▶ Web and tech savvy.
- ▶ Minimum High School Graduate/GED. A college degree is preferred, but more importantly, you go above and beyond for our clients.

Challenges will be addressed collaboratively by the team with a balance of optimism, data and realism. The ideal candidate will be part of the solution and will be challenged to deliver at a very high level.

**To apply: Email [matt.koehn@etix.com](mailto:matt.koehn@etix.com) with "Client Services Specialist" in the subject line. Please include your resume and a concise cover letter explaining why you are a terrific fit for the position.**

## OTHER INFORMATION

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- ▶ No sponsorship or H1B situations can be accommodated
- ▶ Relocation is not available for this position

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*Etix provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Etix complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*