**JOB DESCRIPTION**

Job Title: Ticket Sales Executive

Department: Ticket Sales

Reports To: Director of Ticket Sales

FLSA Status:

**SUMMARY**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

* Responsible for generating maximum revenue for the team through the full menu marketing of ticket programs.
* Sell full-seasons, partial season plans, and group packages for the team. Meet and exceed all sales goals.
* Create and develop new business by regularly pitching new prospects through phone prospecting, external appointments and networking events.
* Plan and coordinate group events
* Manage all personal accounts and work with the fan relations department to provide the highest level of customer service throughout the season.
* Game night responsibilities include, but not limited to, assisting with sales initiatives and prospecting for new clients at the match.
* Attend outside events with the purpose of selling ticket packages in conjunction with the marketing department.
* Maintain accurate records of all prospecting activities and closed sales using Sales Force.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

Associate's degree (A. A.) or equivalent from two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. Bachelor’s degree preferred, but not required. Prior experience in ticket sales, appointment scheduling or cold-calling techniques.

**Communication Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bilingual a plus.

**Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

Competency with Microsoft Office Suite. Proficient computer skills including experience with MS Office products such as Word, Excel, Outlook, etc. and ability to learn and master new software programs. Experience in utilizing CRM (Sales Force) and ticketing systems (Veritix experience a bonus) in maintaining customer records a plus.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is constantly required to sit and use hands to operate telephone, type and operate computer and mouse. The employee is frequently required to talk, hear, and bend and twist neck. The employee may occasionally lift and/or move up to 10 pounds and rarely lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* While performing the duties of this job, the employee is in a typical office environment.
* The noise level in the work environment is usually moderate, but occasionally noisy.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_