

Job Description

The Membership Sales/Services Manager will build and strengthen authentic relationships with the season ticket member account base through ongoing strategic communication (in-person, phone, text and e-mail) and the creation and implementation of individualized service plans.

DUTIES & RESPONSIBILITIES:

- Deliver service that is personal, creative, and timely
- Assist in renewal, upgrade and add-on processes for assigned accounts to meet and exceed individual, departmental and organizational goal
- Field, resolve and document various client requests and concerns utilizing the highest standard of customer service
- Demonstrate a positive attitude, support company initiatives with peers and customers
- Embraces change while demonstrating tenacity and resilience
- Assist in the development and implementation of customized programs, benefits and events for the season ticket account base, including working at Salt Lake City Stars games, Salt Lake Bees games, and Smith's Ballpark events
- Support the broader sales, service and marketing functions and objectives of the organization
- Maintain detailed records in CRM to support service and sales efforts as defined by the organization
- Work closely with team and ballpark departments (i.e., food and beverage, parking, facility operations, ticket sales, game operations, marketing, corporate partnership) to ensure world class entertainment experiences for the season ticket account base and other guests.
- Achieve touch point, customer satisfaction surveys and other engagement metrics that are established
- Work as Manager on Duty for Salt Lake Bees and Salt Lake City Stars games utilizing our department and company standards. Practice independent judgment to create solutions for clients and guests.
- Distribute Bees Bucks/Stars Digital Currency to clients and guests at your discretion to celebrate them or to recover any client concerns.
- Utilize assigned budget to entertain and build relationships with existing client base to maximize touchpoint opportunities and help provide additional value to our clients.
- Plan, budget, execute, and lead client events. Establish event committees that utilizes team members.
- Work with key internal departments such as Marketing, Finance, Corporate Partnerships, and Membership to develop and drive strategic sales and service initiatives companywide
- Embrace a culture of diversity and inclusion where guests and team members feel welcomed, valued, and heard
- Enrich lives by creating winning experiences and timeless memories
- Operate with an emphasis on safety for employees, teams, and guests
- Other duties as assigned