

CHICAGO CUBS POSITION DESCRIPTION

JOB TITLE: Representative, Season Ticket Service

DEPARTMENT: Ticket Service

REPORTS TO: Assistant Director, Ticket Service

FLSA STATUS: Full-time | Non-Exempt

ROLE

This position is primarily responsible for managing, retaining and growing an assigned Season Ticket holder account base through the delivery of superior customer service.

RESPONSIBILITIES

- Take ownership of an assigned base of Season Ticket accounts and provide a superior level of service
- Meet and exceed retention goals with assigned Season Ticket holder account base on yearly basis
- Build strong relationships with Season Ticket holders by fulfilling all required Season Ticket holder touch points via pro-active communication including in seat visits, phone calls, emails, handwritten correspondence
- Meet and exceed assigned service levels and standards
- Utilize existing CRM tool to efficiently record and maintain all interactions with clients
- Handle all Season Ticket holder questions and concerns in a timely manner (within 24 hours) while exhibiting a positive attitude
- The ability to collaborate with Premier Sales Team to formulate and execute presentations to clients regarding potential Premier opportunities.
- Perform game day responsibilities including but not limited to in seat visits, handling special promotions, addressing last minute Season Ticket holder needs, etc.
- Participate in all Season Ticket holder related special events
- Collaborate with Ticket Sales and Ticket Operations teams to ensure efficient and quality servicing of accounts including invoicing, ticket distribution, complaint resolution, etc.
- Assist in the creation of new Season Ticket holder benefits and service initiatives
- Successfully execute monthly account targeting campaigns
- Actively listen to feedback and share trends

REQUIRED QUALIFICATIONS

- Bachelor's degree
- One year of sales and/or services experience in the sports or hospitality industry
- Must possess a fan friendly attitude along with a professional demeanor and appearance at all times
- Must have excellent verbal and written communication skills Demonstrated ability in the areas of communication, time management, prioritization, meeting deadlines and organization
- Must have the confidence to effectively communicate, maintain and adhere to organizational and departmental policies and procedures
- Demonstrated ability to work well within a team environment

- Must possess a work ethic that is inclusive, service focused, innovative and demonstrates critical thought and initiative
- Ability to work non-standard hours including nights, weekends, and holidays
- Proficiency with Microsoft Office suite, Pro Venue ticketing system and Salesforce CRM

PREFERRED QUALIFICATIONS

- Two to three years of sales experience for a professional sports team
- Proven ability to multi-task and manage projects on strict deadline

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