



Job Title: Ticket Sales Account Executive
Department: Ticket Sales & Service
Reporting: Director, Ticket Sales & Service
Status: Non-Exempt

Job Summary:

The Ticket Sales Account Executive responsibilities include selling and servicing new accounts, create new ideas to increase ticket sales and perform basic office functions as needed.

This position will build relationships with customers to provide repeat business and excellent customer service. This role will call past buyers, cold-call potential customers and handle incoming calls from incoming sales prospects to sell season, group and partial plan ticket packages.

Tasks and Responsibilities:

- Sell Tucson Roadrunners products including season tickets, partial/mini plan packages, and group tickets.
- Build relationships to provide repeat business and excellent customer service.
- Proactively create opportunities for new business with existing customers.
- Make a minimum of 60 cold calls from provided lists to area companies to sell season, group and partial plan ticket packages.
- Email and text current clients and prospective clients as a part of the sales process.
- Call past customers and cold call new sales leads to generate sales.
- Handle incoming sales calls from sales prospects for all ticket products.
- Conduct in-arena appointments and tours of the Tucson Convention Center.
- Meet or exceed assigned sales goals for all ticket products.
- Maintain and complete accurate records of all ticket product customers.
- Work games to support ticket sales promotional initiatives.

Required Knowledge/Skills/Job Qualifications:

Knowledge, Skill and Ability:

- Excellent communication skills, both written and oral
- Manage multiple relationships well
- Detail oriented and organized

Job Description

Ticket Sales Account Executive

- Aggressive, competitive, and committed
- Highly motivated with a desire to be successful
- Effective time management skills

Education and Formal Training:

- Bachelor's Degree

Experience:

- Prior telemarketing and/or sales experience is preferred but not required.

Materials and Equipment Used:

- Daily use of Ticketmaster and Archtics software as well as Excel, Outlook, Zipwhip, and Salesforce