

CHICAGO CUBS POSITION DESCRIPTION

JOB TITLE: Manager, Season Ticket Service
DEPARTMENT: Ticket Service
REPORTS TO: Director, Ticket Service
FLSA STATUS: Exempt

ROLE

The Manager of Ticket Services will be responsible for driving accountability and motivating the Season Ticket holder Service Managers and the Season Ticket holder Service Representatives to offer best in class service. This individual will oversee and execute a program that will enable the Service Team to deliver a strategic and efficient service plan that will include numerous touch points and experiences throughout the year in an effort to maximize Season Ticket Holder retention figures.

RESPONSIBILITIES

- Responsible for all revenue goals associated with Season Ticket holder base
- Drive accountability and motivate representatives to offer best in class service in MLB that will result in achieving overall staff Season Ticket holder retention goal
- Implement and maintain a strategy to guide Season Ticket holder Service Team to deliver touch points and experiences throughout the year
- Ensure that the Season Ticket holder Service Team is maximizing the use of the existing CRM tool to capture and log all communications data with Season Ticket holders in a timely manner
- Provide and deliver training content and opportunities to Season Ticket holder Service Team to keep the team prepared to handle all obstacles during the Season Ticket holder renewal campaign
- Research and continuously develop new ideas to implement in the Season Ticket holder Service Plan
- Organize weekly meetings with Season Ticket service team to keep team updated of progress and identify areas where improvement may be needed
- Assist in the design and delivery of new hire training and orientation
- Take ownership of extremely difficult Season Ticket holder situations with the ability to see the situation to resolution
- Collaborate with Manager of Fan Services to maximize available resources to provide efficiencies for Season Ticket Service Representatives
- Analyze relevant data to develop and implement strategies to enable Season Ticket Service Representatives to effectively maximize touchpoint impact with special attention on new Season Ticket accounts and “high risk” accounts

- Develop and manage revenue and expense budgets related to Season Ticket Holders
- Assist with the delivery of all Season Ticket Holder special events throughout the calendar year
- Develop goals and incentive programs for the Season Ticket Service Team
- Assist in the production of all support material for Season Ticket Holders
- Assist in the development of all Season Ticket Holder related communications
- Collaborate on a consistent basis with Premier Service, Ticket Sales and Ticket Operations teams
- Lead, motivate, develop, and coach the Season Ticket Service Team using established and defined Cubs Values as the foundation for success
- Collaborate with Director, Ticket Service to develop, present and communicate Season Ticket Service strategies, procedures, and processes

REQUIRED QUALIFICATIONS

- Bachelor's degree
- Prior managerial experience overseeing a staff with proven results in Sports/Hospitality Industry
- Excellent oral and written communication skills and strong attention to detail
- Demonstrated customer service skills
- Thrive in situations where timely critical thinking results in a solution to a difficult interaction or conversation
- Demonstrated ability to work well within a team environment
- Proven ability to multi-task and manage projects on strict deadlines
- Ability to work non-standard hours including nights, weekends, and holidays
- Proficiency with Microsoft Office suite, ProVenue ticketing system and Salesforce CRM

PREFERRED QUALIFICATIONS

- Advanced degree
- Prior ticketing experience for a collegiate, minor league or major league sports team