

JOB TITLE: Ticket Sales Representative
DEPARTMENT: Ticket Sales and Hospitality
REPORTS TO: Manager, Ticket Sales
FLSA STATUS: Non-Exempt (Full-Time Hourly)

ROLE

The Ticket Sales team has been created to specialize in the conversion of the Cubs Season Ticket Holder Waiting List along with a variety of other products including Group Tickets, Ticket Packs, and Special Ticket Offers. The Ticket Sales Representative role is an entry-level, 12-month position responsible for proactively converting sales associated with these products. At the conclusion of the term, a successful Ticket Sales Representative will have built strong foundational skills in B2C ticket sales and conversion along with an understanding of the various systems that are critical to sports sales.

RESPONSIBILITIES

- Engage with members at the top of the Cubs Season Ticket Holder Waiting List to sell new season tickets for the 2022 season
- Proactively renew and convert sales for past Group Ticket and Ticket Pack buyers
- Maximize revenue resulting from new inbound sales leads
- Create relationships and execute sales for various Special Ticket Offers including Scout Night, Youth Baseball Day, and Healthcare Appreciation Night, among others
- Communicate with an array of past and prospective ticket buyers through phone, email, and chat
- Meet or exceed all operational and revenue targets

REQUIRED QUALIFICATIONS

- Bachelor's degree from an accredited university
- Strong attention to detail and organizational skills
- Demonstrated phone and customer service skills
- Demonstrated ability to work well within a team environment
- Ability to work non-standard hours including nights, weekends, and holidays

PREFERRED QUALIFICATIONS

- Less than one year of post-graduate work experience
- Prior exposure and experience within the sales industry
- Proven ability to multi-task and manage projects on strict deadlines
- Proficiency with Microsoft Office suite