

Orlando Magic

Premium Service Manager

A quick summary about the Premium Service Manager role:

The Premium Service Manager is responsible for managing, retaining and growing relationships with premium partners on the Event level, including ICON Suite and Fields Ultimate Lounge, through personalized account management and delivery of legendary service. You will assist with developing and executing a long-term fan retention, new sales and growth strategies to reach or exceed stated renewal goals for all premium areas. You must be able to work all Magic home games and a number of other events held at the Amway Center.

What the Premium Service Manager will be responsible for:

Account Management & Retention:

- Support teamwork and cross functional efforts to maximize revenue for the organization through renewals, new sales and extension campaigns across Premium accounts
- Build and maintain strong relationships with designated account base, achieving maximum renewal results and generating additional revenue, while additionally supporting all premium accounts through team-based relationship development, annual engagement and benefit fulfillment
- Effectively utilize CRM to achieve account touchpoint goals, including but not limited to the creation of account lists, ad-hoc account analyses, and strategic management of client base, cases/opportunities, and legendary moments associated to accounts
- Achieve additional revenue throughout the year through (but not limited to) the following: hospitality rental sales, OMYF Wine Auction and Golf Tournament Sales, full season, partial plan and group ticket sales, etc.
- Collect payments from assigned account base, working in conjunction with Finance, Legal and Ticket Operations to ensure timely payments, and establish action plans for delinquent accounts. Manage and update leadership on all delinquent accounts and identify future "at-risk" accounts

Premium Operations & Cross-Functional Responsibilities:

- Aid in development and implementation of the annual Amway Center Premium Services Business Plan and budget.
- Lead training, relationship development and communication to premium Guest Services staff to ensure legendary service to all premium fans during Magic and non-Magic events
- Work with the Premium Sales, Ticket Sales, Global Partnerships and Client Services departments in ensuring a smooth account transition process from the sales representative to Premium Services team
- Work closely with Ticket Operations team on all related ticket items, issues or concerns pertaining to Courtside & Ultimate seating
- Work closely with Business Strategy to perform and review surveys of premium season ticket holders, and to analyze data that assists in annual renewal strategy and likeliness to renew metrics
- Work with Levy team to offer high-end food services, menu opportunities and a detailed method for food and beverage operation in the Fields Ultimate Lounge and ICON Suite
- Work as a team to develop an overview & strategies for incoming payments and invoice process for premium accounts. Work with Ticket Operations, Legal and Finance as needed to track incoming payments and account receivable information. Provide updates to management on delinquent accounts, and devise strategies for collecting delinquent revenue
- Interact with employees and all game and event night customers to assist in the resolution of problems and concerns voiced by fans
- Work with Fan Experience and Operations and all other game staff to develop and execute improvements to the game day experience for all premium fans

What the Premium Service Manager needs to have:

- College degree required: Four-year degree in business, sales, hospitality, communications, marketing, sports or similar field or equivalent experience required
- Two (2) years of sales and/or retention and upselling experience required
- Ability to work all Magic home games (40-43/season) plus other events held at the Amway Center
- Archtics and CRM experience strongly preferred
- Proficient in all Microsoft Office products and other related computer skills required.
- Ability to meet tight deadlines and work well under pressure
- Strong organizational skills, time management skills and attention to detail required

- Strong verbal and written communication skills with an emphasis on business writing skills
- Ability to work independently without supervision, be self-directed and demonstrate initiative
- Excellent ability to establish rapport with others and ability to build strong interpersonal relationships
- Willingness to work a flexible schedule including nights and weekends and be on-call as necessary based on the changing priorities of the department

What we offer you:

- Competitive compensation that is comprised of a base salary + variable compensation driven from both team and individual performance
- Staff tickets to Orlando Magic home games
- 18 days of personal time off per year + 12 holidays (that is 30 paid days off year!)
- Fantastic benefits that include: medical, dental, vision, 401(k) with company matching
- Company sponsored events & outings
- Reduced summer work hours
- Culture built on Community, Innovation, Legendary and Teamwork!

Physical requirements

Ability to stand, walk, and be on your feet, walking the arena for long period of time