

CHICAGO CUBS POSITION DESCRIPTION

JOB TITLE: Premier Service Account Executive
DEPARTMENT: Premier Service
REPORTS TO: Assistant Director, Premier Service
FLSA STATUS: Non-Exempt

ROLE

Premier Service Account Executive, is responsible for delivering best in class service to assigned Premier Suite and Club clients. The position oversees the management and development of existing client relationships and associated administration. As Premier Service Account Executive you are responsible for delivering a strategic and efficient service plan that includes numerous touchpoints and events throughout the year in an effort to maximize Premier client retention. This position will also be responsible for the renewal and extension of accounts and identifying upsell opportunities throughout their contract term.

RESPONSIBILITIES

- Establish productive relationships with all assigned clients, maintain constant communication and document all activity into CRM
- Oversee departmental contractual and invoice policies and procedures for new and existing Premier clients and manage all payments according to internal due dates
- Manage all additional ticket and concert requests for Premier client account base
- Provide a customized service delivery plan to each Premier client, utilizing Premier only benefits and amenities, while also serving as account representative for any service related needs
- Liaison between the Premier Service Department, Levy Restaurants, Accounting, Ballpark Operations and other Cubs departments
- Provide administrative support to the Premier Service department
- Ensure a guests' transition from sales to service is seamless by monitoring the flow of communication from Premier Sales, Premier Service, and Levy Restaurants
- Serve as a point of contact for all pertinent Cubs related communications, home games, and non-Cubs related events held at Wrigley Field
- Utilize available CRM tool to manage touchpoint execution and build efficient profiles for each client in an effort to provide a customized best in class service plan based on the information gathered
- Work in tandem with Premier Sales Account Executives to deliver best in class service striving towards overall Premier retention goals
- Renew individual account base at end of contract term
- Assist with planning and executing Premier Service department exclusive VIP events and gifting program within allotted budgets
- Additional responsibilities as assigned

Required Qualifications

- 4-year accredited college degree, preferably in Communication, Event Planning, Hospitality or Sports Management and 2 years' work experience or minimum 4 years' experience within the Sports and/or Hospitality industry
- Ability to work non-standard hours including nights, weekends, and holidays
- Excellent oral and written communication skills and strong attention to detail
- Highly motivated with pleasant and upbeat attitude
- Strong-willed, relationship driven individual
- Anticipate client needs and potential problems and provide proactive and creative resolutions
- Demonstrated success in managing an executive level client base
- Demonstrated customer service skills
- Demonstrated ability in the areas of communication, time management and organization
- Demonstrated ability to work well within a team environment
- Proven ability to multi-task and manage projects on strict deadlines

Desired Qualifications

- Demonstrated success in retention and growth of a client base
- Computer skills: MS Office (Excel, Word, PowerPoint), Salesforce, DocuSign, Ticketing Systems (TicketMaster, Tickets.com)
- Passion for baseball, the Chicago Cubs, Wrigley Field and it's unique history
- Self-starter with leadership skills