



Job Title: Ticket Sales and Experience Manager

Reports To: Director of Ticket Sales and Experience

Location: Must be based in one of eight local team markets (Arlington, Houston, Las Vegas, Orlando, San Antonio, Seattle, St. Louis or Washington, DC)

About the XFL

Launching in February 2023, the XFL is a fan-first, fast-paced global professional football league featuring innovative rules and an enhanced 360-view game experience. Led by owners Dany Garcia, Dwayne Johnson, and Gerry Cardinale's RedBird Capital Partners, the XFL will bring entertainment to world-class football with the goal of advancing the game and expanding player opportunities.

About the Position

Under general direction, this position is responsible for driving new business through the sale of ticket packages, including season tickets, group tickets, and premium seating for XFL. This position will be based in one of the eight XFL team markets and will report directly to the Team's Director of Ticket Sales and Experience.

What you will do

- Personally sell XFL ticket packages for designated team
- Work to generate sales through deposit holders, existing leads, as well as develop their own leads through personal prospecting, referrals, networking, social selling and effective research
- Create and develop new business by regularly pitching prospective clients through virtual presentations, face to face meetings, phone prospecting, social selling and group presentations at events
- Participate and lead activities at XFL team, and other partner events to support ticket sales efforts and promotional initiatives with purpose of selling, networking, gathering leads and meeting new prospects
- Regularly seek and attend community, chamber of commerce and other organizations
- Effectively handle incoming sales calls from prospective clients for all ticket sales products
- Effectively follow up with customers and prospective customers in order to build relationships to help drive business meet and exceed assigned sales goals for all ticket products
- Meet and exceed excellent customer service expectations managing a client base between of 200 - 400 accounts over the course of the sales cycle from onboarding through the renewal process
- Effectively and enthusiastically execute game day activations to provide fans with access and experiences (ie. access to the field, support player autograph sessions, youth clinics, mini games, etc.)
- Regularly produce accurate updates on prospecting activity, sales performance, outside appointments and event recaps through the use of Salesforce CRM system
- Point of contact for your individual business to XFL team and league level management
- Contribute positively to a competitive sales team culture and actively participate in sales team meetings and training sessions
- Represent the XFL, the franchise and other partners professionally, with integrity, credibility and good judgment

What you will bring

The qualifications listed below represent the credentials necessary to perform the essential functions of this position. To be successful in this position, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree or equivalent experience required
- Minimum of 2-years outbound sales experience
- Premium and/or ticket sales experience in the sports and entertainment industry preferred
- Minor League or start-up sports and entertainment experience preferred
- Experience with Microsoft Office and Google Suite products required Experience with servicing customers preferred
- Experience with CRM system, Salesforce preferred
- Experience with a ticketing system - Ticketmaster/Archtics preferred

B. Knowledge/Skills/Abilities

- The ability to maintain professional behavior and appearance
- The ability to demonstrate uncompromised judgment and discretion to protect the confidentiality/privacy of others, as well as company documents and records
- Strong sense of self-awareness and emotional intelligence, strong interpersonal conflict resolution, and problem-solving skills
- Outstanding customer service and interpersonal communication skills
- Solid judgment and interpersonal effectiveness
- An interest and ability in serving others as one of the primary functions of their job
- Be self-directed and able to work independently
- Flexible and reliable team player, both within their department and within the company as a whole
- Possess strong communication skills; must be comfortable with engaging in a variety of different communicative modes (verbal, non-verbal, and written) and being attuned to others through strong, active listening skills
- Possess a strong ability to manage one's own time and prioritize tasks when given clearly defined goals and objectives
- The ability to identify problems, their sources, and their potential solutions while continuing to successfully conduct day-to-day operations without interruption
- Strong command of reasoned, measured decision-making based upon analyzing the pros and cons of each potential decision to be made
- Fluent in Spanish preferred

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Additional Details

- Please note, the location of this role must be within the team market area.
- The role is hybrid, works in a remote office and/or an office environment and will be expected to attend all games and events
- Position may require periods of sitting at a desk, frequent bending, moving, lifting, and carrying material weighing up to 20 pounds.
- Ability and willingness to work proactively at events sponsored by the XFL, partner organizations and other grassroots opportunities to promote the XFL team in the selected market and develop new business and fan relationships
- Local travel to appointments and events
- Minimal Travel (<10% travel): To other XFL markets
- Ability to work a flexible schedule inclusive of weekends, nights and holidays required

Equal Employment Opportunity Statement

The XFL maintains a strong policy of equal opportunity in employment. It is our objective to recruit, hire, and retain the most qualified individuals without regard to race, color, religion, sex, sexual orientation or identity, national origin, age, disability, veteran status, or any other characteristic or status protected by applicable federal, state, or local law. Our equal employment philosophy applies to all aspects of employment, including recruitment, compensation, benefits, training, promotions, transfers, job benefits, and terminations.