

Cavaliers Holdings LLC is committed to delivering epic experiences for our fans, team members, community, and the world. Fueled by a diverse, equitable and inclusive culture, we strive to recruit individuals that will be enthusiastic and purposeful in carrying out our vision as *Transformative Leaders in Sports and Entertainment*. If you are ready to work in the fast-paced and high-energy setting of the Cavs, Monsters, Charge, Legion and Rocket Mortgage FieldHouse— then we want to talk to YOU!

### **JOB SUMMARY:**

The **Membership Development Specialist** (MDS Rep) is dedicated to exceeding the expectations of Cavs United Members (Season Ticket Holders). This role focuses on providing proactive service, anticipating client needs, and delivering personalized benefits and experiences.

Through consistent communication and personal touchpoints, the MDS Rep will build strong relationships with Members, securing their long-term loyalty and confidence in the organization. The ultimate goal is to retain Members, grow their investment, and cross-sell additional products.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

- **Build Relationships:** Develop meaningful connections with Members through phone calls, in-person meetings, events, and gameday interactions.
- **Promote Additional Products:** Identify opportunities to recommend products such as group outings, premium seating, additional memberships, concerts, and events for both personal and business use.
- **Leverage Referrals:** Strengthen relationships to gain referrals of family, friends, clients, and employees for potential new business opportunities.
- **Provide Exceptional Service:** Act as a “concierge” for Members, offering personalized and unique experiences that exceed expectations.

- **Enhance Membership Culture:** Propose creative ideas to improve benefits, events, and overall Membership experience.
- **Manage Client Touchpoints:** Maintain an organized touchpoint program (courtesy calls, visits, gameday interactions, etc.) and share impactful client stories with the team.
- **Maintain CRM Records:** Enter touchpoints and client information into CRM for tracking and relationship management.
- **Coordinate Member Events:** Assist with planning and executing events such as Tip-Off Receptions, Chalk Talks, seat relocations, golf events, networking events, and more.
- **Ensure Smooth Transitions:** Collaborate with the Business Development Team to ensure seamless account transitions.
- **Timely Communication:** Promptly respond to phone calls and emails regarding gameday questions, benefits, payments, and account updates.
- **Support Payment Management:** Ensure Member accounts are up-to-date and assist in recovering missed payments.

#### **REQUIRED QUALIFICATIONS:**

- Bachelor's degree in business, sales, marketing, sports management, or a related field.
- Must have flexible availability, including evenings, weekends, holidays, and all Cavaliers home games.
- Prior experience in concierge-level customer service or hospitality (e.g., hotels, resorts, restaurants).
- **Minimum 2+ years** of successful sales experience, preferably in ticket sales.
- Strong customer-first mindset with a passion for building relationships and delivering exceptional service.
- Sales-oriented approach with excellent communication, organization, and problem-solving skills.

- Proficiency in Microsoft Word, Excel, and Salesforce; ability to learn ticketing systems (e.g., SeatGeek).