



Job Description

Job Title: Manager, Membership Services (Capitals)
Status: Full-Time
Department: Caps- Membership Services

Position Overview: The Manager, Membership Services position is directly responsible for all revenue goals associated with an assigned account of existing season ticket holders. This position will prioritize establishing relationships by providing world-class service, learning about and developing relationships with account holders and delivering excellent communication regarding events, programs and benefits to the team's season ticket members.

Are you a sales and service professional with excellent customer service skills and a passion for sports? We would love to hear from you!

Responsibilities:

- Meet and exceed retention and associated revenue goals with assigned account base.
- Build positive relationships through active communication, including seat visits, phone calls, emails and other relevant communication channels.
- Improve year-over-year fan experience.
- Sell upgrades, add-ons and referrals.
- Make a minimum of 40 outbound calls per day.
- Communicate all relevant team happenings, events, and plan holder benefits. Present oneself as the go-to person.
- Develop and deliver customized programs, benefits, and events to drive ticket holder dedication.
- Work with and support many internal departments to execute integrated programs.
- Respond and resolve customer complaints, requests and inquiries; handle difficult fans and situations in a calm and professional manner.
- Exceed assigned service levels and standards.
- Ensure plan holder information and data are accurate and complete for assigned accounts.
- Support department special events, including mail invitations, track RSVP's, and coordinate event set-up.
- Work all Wizards home games in conjunction with Capital One Arena Guest Services.
- Other duties as assigned.

Minimum Qualifications:

- Bachelor's Degree.
- 1+ year experience in service/hospitality, sales or event management.
- Excellent communication skills: interpersonal, verbal, and written.
- Positive relationship builder and an excellent teammate..
- Problem solver, results-oriented, and an excellent teammate.
- Basic proficiency of Archtics Ticketing System and Salesforce.
- Flexibility to work evenings, weekends, and holidays as needed.