



Pittsburgh Pirates Job Description

Title

Manager, Ticket Sales & Service

Department

Ticket Sales and Service

Our Commitment to Diversity, Equity, and Inclusion

Diversity, equity, and inclusion (DE&I) are integral to who we are as an organization. We believe that our workforce should reflect the vast diversity of the communities we serve and that diverse voices should be elevated and intentionally integrated into our work. We welcome individuals from non-traditional backgrounds, historically marginalized, or underrepresented groups to apply and join our team. Even if you feel as if you do not meet 100% of the qualifications, we still strongly encourage you to apply.

The Pirates Why

The Pittsburgh Pirates are a storied franchise in Major League Baseball who are reinventing themselves on every level. Boldly and relentlessly pursuing excellence by:

- purposefully developing a player and people-centered culture;
- deeply connecting with our fans, partners, and colleagues;
- passionately creating lifetime memories for generations of families and friends; and
- meaningfully impacting our communities and the game of baseball.

At the Pirates, we believe in the power of a diverse workforce and strive to create an inclusive culture centered in Passion, Innovation, Respect, Accountability, Teamwork, Empathy, and Service.

Job Summary

As the Manager, Ticket Sales & Service for the Pittsburgh Pirates you will be responsible for the day-to-day management & development of the sales staff and driving new revenue through full menu product sales (season ticket, group tickets, premium suite rentals and hospitality) to companies and individuals. In this position you will ensure that the sales team works together to achieve organizational success by providing a sense of direction for the entire team.

The Manager, Ticket Sales & Service is responsible for identifying new opportunities, developing effective tactics and strategies to improve business performance, searching for potential clients to generate revenue and the daily coaching and development of the sales staff. An accomplished seller, this individual has a firm understanding of the sales process for both season and group products, ability to effectively communicate to their team and the ability to develop long term sales growth and retention for the organization. The Manager, Ticket Sales will be an advocate of our Pirates North Star and Compass and will be proactive in seeking out ways to exemplify our mission and values in their day-to-day work.

Responsibilities

Primary

- 1) Oversee the development and revenue goals of Account Executives, providing day-to-day management and growth through one-on-one coaching and training.
- 2) Monitor, manage and evaluate team member performance on an ongoing basis; following up with appropriate feedback and direction for development and growth.
- 3) Coaching Account Executives to maintain a healthy sales pipeline by effectively prospecting, engaging, developing, and selling to leads.

- 4) Create meaningful sales prospect events both on-site at PNC Park and off-site at different locations to develop relationships in surrounding Pittsburgh suburbs.
- 5) Work with the Business Intelligence team to drive prospecting efforts for the sales team.
- 6) Provide recommendations to department Director on strategies and procedures to increase organizational sales results across all departments.
- 7) Manage, track and monitor group sales assets/fan experiences, to ensure optimal sell-thru rate and maximize revenues.
- 8) Work with the Manager, Season Ticket Service on the transition from new season accounts to the renewal universe.
- 9) Work closely with the Business Intelligence team to ensure that Account Executives are using the Conversica and CRM systems accurately and responsibly.
- 10) Assist team by attending sales prospect meetings, appointments, and networking events as needed.
- 11) Promote a culture of innovation, where new programs and offerings are created, existing programs are enhanced and new ideas are constantly explored.
- 12) Collaborate with Corporate Partnerships team to enhance overall B2B strategy in the Pittsburgh market.
- 13) Develop and maintain best practices library for team members.
- 14) Create, track and execute sales contests to motivate entire sales staff.
- 15) Manage all aspects sales campaigns through CRM tool and sales reports, tracking ROI and lead management.
- 16) All other duties as assigned by the Director, Group Sales.

Secondary:

- 1) Demonstrated success owning and delivering sales targets.
- 2) Demonstrated ability to manage and motivate sales staff to achieve goals.
- 3) Demonstrated organization and analytical skills.
- 4) Demonstrated organizational leadership.

Success Factors

<ul style="list-style-type: none"> • Demonstrate commitment to teamwork and team synergy • Ability to adhere to company policies and procedures • Ability to meet tight deadlines and work well under pressure • Strong organizational skills, time management skills and attention to detail • Self-confident, resilient and possess a high energy level • Ability to take direction 	<ul style="list-style-type: none"> • Strong verbal and written communication skills • Ability to maintain confidentiality and discretion • Exhibit good judgment and decision-making skills • Willingness to work a flexible schedule based on the changing priorities of the department • Strong interpersonal skills • Proven track record of being a team leader in both work ethic and sales results
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Qualifications

Required:

- 1) Bachelor's Degree or equivalent experience
- 2) Minimum of 3 full seasons of sales experience
- 3) Understanding of the sales process

4) Ability to clearly and effectively explain the sales process

Desired:

- 1) Experience within a professional sports environment
- 2) Sales Management experience
- 3) Proficiency in CRM or Tickets.com software systems

Physical Requirements

Telephone Use

Computer Use

Data Entry

Occasional lifting up to 25 lbs.

Occasional Travel for Recruiting Events