



Account Executive, Retention & Sales with Cincinnati Reds in Cincinnati · OH

Cincinnati Reds jobs

Sports Jobs in Cincinnati · OH

Ticket Sales and Services: Client Retention/Customer Service

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Department: Season Ticket Sales & Retention

Job Title: Account Executive, Retention & Sales

Reports To: Director of Season Ticket Membership

FLSA: Salaried, Non-exempt Fluctuating Half-Time Overtime

Job Purpose: Maximize Pride in Reds Baseball by building relationships and providing excellent customer service to Cincinnati Reds Season Ticket Members.

Essential Duties and Responsibilities:

We are seeking passionate and motivated individuals who are collaborative, adaptable and accountable.

- Retain, grow and acquire season ticket memberships
- Meet/exceed individual ticket and revenue sales goals
- Identify and prospect new sales opportunities
- Generate Sales Proposals
- Build relationships in an effort to understand and create “Customer Intimacy”
- Input information into CRM system to help manage/track book of business
- Meet a daily/ weekly minimum of contact touchpoints including face to face meetings
- Prepare a variety of status reports including activity, sales, follow-ups referrals, information and feedback
- Adhere to procedures and processes necessary to ensure a world-class game day experience
- Address customer issues and ensure effective and long-term problem resolution
- Provide timely feedback to the company regarding service failures or customer concerns
- Host and work various events throughout the year
- Ability to work nights, weekends, and holidays
- Perform miscellaneous job-related duties as assigned

Experience, Education and Licensure:

- Bachelor's degree
- 1-3 years of customer service and sales work experience in a business and/or sports setting
- CRM and Ticket System experience is a plus

Knowledge, Skills, and Abilities:

- **Collaborative** – Enthusiastic about helping others and proud of team success
- **Adaptable** – must be able to adapt quickly to changing environment
- **Accountable** – willingness to accept responsibility for actions
- **Attitude** – Consistently positive person who reacts well to change and offers solution-based feedback
- **Coachable** – Eager to learn, willing to admit and correct mistakes, proactively looks for ways to grow and improve
- **Passionate** – Ambitious and committed to the sports sales field
- **Work Ethic** – Regularly exceeds expectations pertaining to the role, inspires others to work harder
- **Innovative Thinker** – Proven track record of developing and executing business building ideas, ability to analyze and solve problems
- **Communication** – Strong written and oral communication skills with an emphasis on clarity and patience

- **Time Management** – Able to handle multiple projects throughout the day and prioritize tasks

Physical Demands:

While performing the duties of this job, the employee is occasionally required to sit; use hands; reach with hands and arms; talk and hear. Occasional lifting of 20 pounds required.

Work Environment:

Candidate must be willing to work game days including long hours, evenings, weekends and holidays

Expectations:

- Adhere to Cincinnati Reds Organization Policies and Procedures
- Act as a role model within and outside the Cincinnati Reds Organization
- Performs duties as workload necessitates
- Demonstrate flexible and efficient time management and ability to prioritize workload
- Meet Department productivity standards

Equal Opportunity Statement:

The Company is an Equal Opportunity Employer. Equal opportunity for employment and/or promotion is open to any person who possesses the requisite qualifications for an

open position. The Company policy is that there should be no discrimination on the basis of age, gender, race, color, religion, national origin, disability, veteran status, or any other legally protected status, with regard to employment, job assignment, and promotion or other terms or conditions of employment.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in these positions. The above description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. Additional duties, as assigned, may become part of the job function. The duties listed above is, therefore, a partial representation not intended to be an exhaustive list of all responsibilities, duties, and skills required of a person in these positions.