

Category: Sales & Marketing**Premium Client Retention Specialist - St. Louis Blues Hockey Club (St. Louis, MO)****Premium Client Retention Specialist – St. Louis Blues Hockey Club**

The St. Louis Blues and Enterprise Center are seeking a passionate, experienced service specialist to implement customer retention strategies, increase fan engagement and retain business through relationship building and strong communication efforts. This position is responsible for retaining and growing an assigned season ticket holder account base primarily made up of Premium accounts through the delivery of superior customer service, relationship building, referral generation and trust. We are looking for a diverse candidate that possess an optimistic team-first attitude, as well as the competitive desire to be the best. The ideal candidate is a positive team player that is detail oriented, self-motivated, flexible, energetic, outgoing, and resilient.

Responsibilities

- Meet and exceed yearly retention goals with assigned Premium Season Ticket Holder account base
- Generate new revenue from current clientele through value-added, group and suite packages, upgrades, and referrals
- Build strong relationships with Season Ticket Holders by fulfilling all required Season Ticket Holder touchpoints via proactive communication including phone calls, emails, handwritten notes, in-seat visits and outside meetings
- Entertain and nurture relationships with clients and prospects through creative means including but not limited to: networking events, speaking engagements, and seat visits at games
- Provide superior levels of customer service to an assigned base of premium season ticket accounts by maintaining up-to-date knowledge and effectively and enthusiastically communicating all team happenings, events, benefits, and arena details that are relevant
- Anticipate, respond to and resolve all Season Ticket Holder complaints, requests and inquiries in a timely and professional manner while maintaining a positive and productive demeanor
- Produce exceptional, memorable experiences and WOW moments for clients to create long-lasting relationships and solidify the bond between the Blues and our Season Ticket Holders
- Perform game day responsibilities including, but not limited to, in-seat visits, handling special promotions or events, addressing season ticket holder needs, etc. as well as participate in all season ticket holder related special events
- Utilize KORE and Archtics CRM system to record and maintain all personal touchpoint interactions with clients and document all appropriate details and information
- Collaborate with ticket sales and ticket operations teams to ensure efficient and quality servicing of accounts
- Other duties as assigned

Required Qualifications

- Bachelor's degree (*or requisite experience*) required
- 2 years of sales and/or services experience in the sports or hospitality industry
- 1+ years of experience with Ticketmaster Archtics ticketing and KORE CRM system preferred

- Demonstrated ability in the areas of relationship building, communication, time management and organization
- Demonstrated ability to work well within a team environment
- Proficiency with Microsoft Office Suite
- Ability to attend all home games and work non-standard hours including nights, weekends, and holidays