



Nashville Predators Job Description

Job Title: Senior Guest Experience Team Member

Department: Ticket Sales/Service

Job Directly Reports to: Manager, Guest Experience

Status: Exempt

Major Responsibilities/Duties:

- Direct liaison between Predators fans and the Nashville Predators organization, including but not limited to answering fan mail, incoming calls, and emails.
 - Communicate daily with assigned season ticket holders through phone calls, emails, letters or seat visits.
 - Service any accounts for which you are listed as customer rep and helping with other accounts as needed.
 - Develop and maintain strong professional relationships to meet departments' standard of excellence.
 - Sell, renew, and upgrade assigned season ticket holders.
 - Answer fan line to answer inquiries, assist with incoming ticket orders, and correspond with fans.
 - Actively create touch points by making playoff, renewal, and customer services calls.
- Staff the Guest Services area during games, designated building events, etc. and respond to any fan questions, issues, or complaints.
 - Assist box office with customer service window during games as needed.
 - Attend game overview meetings.
 - Set up of Guest Services desk.
 - Responsible for checking all lost and found items in at Security.
- Identify opportunities to up-sell and cross-sell to our current season ticket holder base.
- Staff all renewal stations and open house events.
- Assist the group sales department with processing virals and account reps with individual game orders, exchanges, bonus tickets, etc.
- Help with mailings, invoice runs, and other assigned ticket sales projects.
- Assist with the planning, coordination, and execution of season ticket holder and non-departmental events as needed.
- Manage the Guest Experience Participants.
- Identify ways to improve processes within the department.
- General administrative work is required such as data entry, copying, filing, and faxing.

- Interact with employees and customers to assist in the resolution of problems and suggestions voiced by season ticket holders.
- Perform other duties as assigned.

Minimum Requirements:

- Bachelor's degree.
- Excellent organizational & time management skills.
- Excellent oral and written communicator with attention to detail.
- Must be a team player with the ability to work with others, as well as independently.
- Must be able to take the initiative & be able to multi-task.
- Must be proficient in Microsoft Word & Excel.
- Experience with Ticketing Software Archtics preferred but not required.
- Background in customer service preferred.
- Comfortable interacting with the general public.
- Able to work well under pressure, manage multiple projects and meet tight deadlines.
- Able to work irregular hours including nights, weekends, and holidays.
- Possess a valid driver's license, a suitable driving history, be insurable by employer's insurance carrier and have reliable transportation.
- As a condition of employment, qualified applicant will be subject to a background check, including criminal history check, driving history and character references.
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Essential Physical Functions:

- Must be able to access all seating areas to handle customer issues.
- Must be able to occasionally lift and/or move up to 25 lbs.
- Must have high finger dexterity.
- Ability to work under extreme deadlines under pressure.
- Excellent speaking and listening skills, requiring the perception of speech.

Equipment Used:

- General Office Equipment (i.e. PC, copier, facsimile machine, etc...)

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Approved by _____ Date _____

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instruction or assignments.