

Summary: The Manager, Inside Sales will help direct the strategy, goals and daily operations of the Inside Sales department and team. This role will be responsible for recruiting, on-boarding, training and developing all Inside Sales team members to ensure a strong talent pipeline for the senior level Revenue roles. This department is responsible for ticket sales for the Detroit Pistons, and MotorCity Cruise (NBA G-League).

We are an organization that is committed to uplifting our community and are seeking an eager addition to reflect our core values. If you are a former athlete, or driven in nature, and have been in previous sales leadership roles, this would be a role for you! We are looking for a teammate that can easily build relationships, lead a diverse group of individuals and is dedicated to sales training and developing. We consider ourselves an extension of The Pistons brand, we are excited to engage with the Detroit community, and we want to meet you!

Essential Duties and Primary Responsibilities include the following:

- Effectively recruit and train members of the Inside Sales team
- Host weekly training sessions for the Inside Sales team focusing on both B2C and B2B sales processes
- Teach sales and service standard methodologies consistently prospecting, networking, lead generation, referral gathering, data capture and personal database management
- Grow, develop and mentor the Inside Sales team
- Construct monthly staffing schedules for Inside Sales team
- Assist on appointments and meetings with Inside Sales team members
- Monitor CRM compliance and assure that leads are maximized as well as manage and assign campaigns for Inside Sales team
- Coordinate sales game day responsibilities for team
- Attend Pistons home games, utilize prospecting events as well as network with local businesses and organizations in an effort to acquire potential customers
- Assist Inside Sales team to ensure meeting and exceeding designated yearly sales targets
- Manage day-to-day sales staff activity by tracking outbound sales efforts for the Inside Sales team
- Continually construct and implement unique sales strategies, ideas, and programs as a means of producing new business opportunities to assist Inside Sales team
- Contribute positively to the sales team culture by developing mutually beneficial working relationships with all team members and other employees

Competencies:

- Strong organizational, time-management, excellent oral and written communication, customer service and problem-solving skills
- Ability to function in a fast-paced environment, balance multiple initiatives simultaneously and adhere to deadlines
- Proficient digital literacy including Microsoft Office products (Word, Excel and Outlook) as well as the ability to learn and master new software programs including the CRM platform (Salesforce) and ticketing system (Ticketmaster Archtics)
- Can navigate the arena in order to visit clients during home games and escort potential customers on seat tours, showing various seating options and facilities on both game days and non-game days
- Available to work flexible hours including nights, weekends, and holidays
- High degree of motivation, time management, integrity, attention to detail and organization
- Ability to work in a team environment and accepting of new innovative concepts and ideas

Qualifications:

- Must have proven sales experience, as well as a strong desire to lead and develop others
- Four-year college degree from an accredited university