

CHICAGO CUBS POSITION DESCRIPTION

JOB TITLE: Ticketing & Event Operations Representative (Spring Training)
DEPARTMENT: Mesa Spring Training Operations
REPORTS TO: AD of Business Ops/ Mgr. of Fan Experience, Spring Training Operations
FLSA STATUS: Non-exempt

ROLE

The Chicago Cubs organization is looking for motivated and career driven individuals to sell tickets and put on a best-in-class fan experience through event execution to games at Sloan Park, the Cubs spring training facility, in Mesa, Arizona. The Ticketing and Event Operations Associate is an entry level full time, seasonal position (September – March). Each selected candidate will be given a specialty within ticketing or event operations, but handle responsibilities within both departments throughout the job duration. Ticketing will focus on selling and servicing season, group, and individual ticket buyers. Event Operations will focus on gameday setup, sponsorship activation, and customer service problem resolution. This seasonal position is a great opportunity to build your sales and operations career within the sports industry. No relocation expenses will be provided.

Ticket Sales & Client Services

- Research, prospect and establish leads via direct phone contact, networking, and industry events.
- Meet or exceed weekly and monthly sales goals. These goals include team goals related to the successful sale of the party deck and overall sales for the Spring Training games.
- Provide superior customer service and responsive follow-up to clients, existing ticket holders, prospects and single game customers before, after and during the game.
- Build relationships with clients and keep accurate records in Salesforce.
- Attend all Spring Training home games and assist with game day responsibilities. This can include managing logistics of the party deck, rooftop, and other group outings.
- Work other events at Sloan Park during the season.
- Perform other duties as assigned by AD of Business Ops and Ticket Office Manager.

Event Operations & Partner Activation

- Support planning and execution of ballpark readiness plans in all areas of guest services including, but not limited to, parking, ballpark entrance, and fan amenities.
- Provide personalized, positive, and memorable guest experiences during events.
- Assist in resolving guest issues during events.
- Coordinate fulfillment of corporate partnership assets including signage, game promotions and hospitality.
- Edit and coordinate production and installation of graphics and signage throughout Sloan Park.
- Track partnership activation and ticket usage.
- Assist with the event execution and management of non-baseball events at Sloan Park.

- Ability to work at outside events to promote Spring Training.

REQUIRED QUALIFICATIONS

- Bachelor's degree from an accredited college or university.
- Demonstrated ability to effectively manage multiple initiatives simultaneously.
- Demonstrated customer service skills.
- Effective communication skills, both written and oral.
- Highly motivated with a desire to meet and exceed stipulated goals.
- Demonstrated passion for baseball and personal drive to grow within the organization.
- Must be available to work September through end of March.
- Ability to work non-standard work hours with variable schedule, to include nights, weekends, and holidays.

PREFERRED QUALIFICATIONS

- 1 – 2 years prior sales or customer service experience.
- Experience using Pro Venue ticketing system.
- Adobe Photoshop and Illustrator experience.