

Membership Services Executive



Description

Responsibilities and Duties

- Proactively communicate with assigned season ticket members.
- Establish relationships with assigned season ticket members at all points of contact.
- Field and respond to all season ticket member inquiries, requests, concerns, feedback, etc.
- Ensure customer data and profile requirements are accurately represented in database.
- Accurately and successfully convey all key messages to all season ticket members.
- Educate season ticket members of all applicable Membership benefits, programs, rewards, experiences and events.
- Identify opportunities to add-value to Membership benefits, programs, rewards, experiences and events.
- Identify areas to improve on and off game day experience.
- Reporting of various individual and/or departmental efforts.
- Plan, facilitate and execute exclusive season ticket member events throughout the calendar year.
- Act as information liaison for all Inter Miami CF home games and stadium events.
- Survey and analysis of various reporting (attendance, game day experience, etc.
- All other responsibilities as required.

Qualifications and Skills

- Bachelor's degree in Business, Sports Management, Marketing or related field preferred.
- Minimum of 1-2 years' related experience working in professional or collegiate sports preferred.
- Experience in the Florida marketplace preferred.
- Fluency in English and Spanish preferred.
- Experience with Archtics & Ticketmaster ticket systems preferred.
- Strong understanding of MLS and international soccer a plus.
- Highly proactive, goal oriented and motivated with a positive attitude.
- Very strong interpersonal and communication skills with a passion for providing great customer service.
- Coordinate changing priorities in a dynamic, high pressure, fast paced environment.
- Ability to coordinate multiple tasks and creatively solve day-to-day challenges.
- Extremely organized with a high attention to detail.
- Strong work ethic – must be a team player with a “get the job done” attitude.
- Advanced knowledge of Microsoft Office applications, including Power Point, Word, Excel and Outlook.
- A passion for fútbol is a plus.
- Ability to work flexible hours, including but not limited to evenings, weekends and holidays.