

PS&E is seeking a Season Ticket Experience Manager to retain, grow, and manage the relationship and experience with Indiana Pacers season ticket holders. This role will focus on retention and account growth, customer loyalty, and the fan experience through the management of season ticket holder relationships. You will be responsible for renewal, upselling, cross-selling, referral generation, and crafting lasting memories for season ticket holders by demonstrating an elevated level of service at all times.

We are looking for someone that can utilize excellent interpersonal communication and relationship-building skills to maximize their effectiveness with internal colleagues, external customers, and prospects. Our ideal candidate is hard-working, proactive, and organized with a positive outlook and a service mentality.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **Business Development**
 - Achieve maximum retention of season ticket client base on an annual basis and assist Customer Loyalty team in achieving yearly retention goals.
 - Grow current client portfolio through upgrade and add-on sales, while also seeking referrals and new opportunities outside of the current client base to achieve sales goals.
 - Facilitate meetings and introductions within the company to generate additional revenue opportunities through new suite leases, corporate partnerships, and special events.
 - Provide ideas to plan and launch a successful campaign, as well as generate opportunities throughout the year to aid in campaign efforts.
- **Account Management**
 - Fulfill specific client touchpoints (including face-to-face visits, out of office meetings, phone calls, handwritten notes, emails, and other methods) to build rapport and make individualized connections.
 - Develop, research, and document detailed client profiles to build a strong understanding of the client's purchase objectives and customize their experience.
 - Manage the daily financial needs of the season ticket holder portfolio to ensure that payments are received in a timely manner and provide proactive or reactive contacts.
- **Event Coordination and Budget Management**
 - Establish creative concepts that drive customer loyalty and develop strategic platforms that demonstrate events as desirable benefits for our fans.
 - Coordinate the financial elements related to event planning, including but not limited to securing bids for venues / services, submitting invoices for payment, and maintaining an event budget.
 - Schedule staff for events and educate them on the event strategy to confirm that concepts are understood and delivered as designed.
 - Develop and implement the timeline and communication needed to grow event awareness and interest among the client base.
- **Project and Campaign Activation**
 - Work with Customer Loyalty and other PSE team members to fulfill benefits that achieve loyalty objectives, as well as serving as a teammate to achieve cross-departmental goals and participating in community-wide initiatives.
 - Plan and execute projects related to managing the full scope of the season ticket holder experience (ticket distribution, parking coordination, loyalty voucher preparation, welcome kit facilitation, holiday card distribution, client gifts, etc.).
 - Participate and lead Bankers Life Fieldhouse ELEVATE service initiatives and assist in overmanaging on guest service and fan experience elements.
 - Seek opportunities to promote growth and learning that provide new methods to improve and achieve results and that foster team-wide integration and efficiency.
 - Utilize tools, technology, communication, and teamwork to fulfill upon experiences purchased through the Pacers mobile app that allow season ticket holders and fans to upgrade and enhance their game experience.
- **Other duties as assigned.**