



**Title:** Account Executive (Full-time)

**Department:** Ticket Sales

**Supervisor:** Vice President, Ticket Sales

**Location:** Duluth, GA (Metro Atlanta)

## Job Description

### REQUIREMENTS:

One (1) or more years of previous experience in sales is required\*

### EXPECTATIONS:

The Account Executive position within the Georgia Swarm Ticket Sales Department will be vital in selling all inventories including, but not limited to, group tickets, memberships, corporate programs, and premium seating. Account Executives are required to work in a fast-paced environment with a major focus on phone prospecting and community outreach events. These positions will achieve their goals through qualified leads, cold calls, prospecting, LinkedIn, networking, and face-to-face meetings.

### POSITION RESPONSIBILITIES:

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- Sell group outings, memberships, premium seating tickets, and corporate programs (B2B)
  - Create, build, and manage pipeline of prospective clients in all sales categories with the focus on building relationships and closing business while servicing current accounts.
  - Meet and exceed the necessary outbound call efforts (45+ per day) and face-to-face/virtual meetings (3+ per week) to achieve established weekly, monthly, and annual sales goal
  - Surpass the established sales goals set by management.
  - Grow fan knowledge of the Swarm experience.
  - Prioritize tasks meet and exceed daily expectations
  - Obtain a firm understanding and knowledge base of Swarm pricing and seat locations.
  - Work within the Swarm's CRM system (Salesforce & KORE) and ticketing system (AXS) to maintain records of all accounts and prospects.
  - Available for all Swarm home games and other team-related networking and community events as assigned
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### QUALIFICATIONS:

- College degree required.
- Possess strong communication skills both on the phone and in-person.
- Solid organization skills and attention to detail are a must.
- Knowledge of Microsoft Office programs required.
- Customer service experience preferred but not required.

*(Continued)*



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.

**ABOUT THE GEORGIA SWARM:**

The Georgia Swarm Pro Lacrosse team is a member of the National Lacrosse League (NLL), which is North America's professional indoor lacrosse league featuring the best players in the world. In 2017, the Swarm became NLL World Champions after a historic 17-5 season. Founded in 1986, the NLL ranks third in average attendance for professional indoor sports worldwide behind only the NHL and NBA. The league is comprised of 14 franchises across the U.S. and Canada, and the 2021-22 NLL season will mark the league's 35th year. The Swarm compete in an 18-game regular season schedule from December to April, followed by the NLL Playoffs in May and June. The Swarm play their home games at Harrah's Cherokee Casino Field at Gas South Arena in Duluth, Ga. and will return to play in Dec. 2021.

**ABOUT THE NLL:**

The National Lacrosse League (NLL) is North America's premier professional lacrosse league. Founded in 1986, the NLL ranks third in average attendance for pro indoor sports worldwide, behind only the NHL and NBA. The League is comprised of 15 franchises across the United States and Canada: Albany FireWolves, Buffalo Bandits, Calgary Roughnecks, Colorado Mammoth, Georgia Swarm, Halifax Thunderbirds, New York Riptide, Panther City Lacrosse Club (Fort Worth, TX), Las Vegas NLL, Philadelphia Wings, Rochester Knighthawks, San Diego Seals, Saskatchewan Rush, Toronto Rock, and Vancouver Warriors.