



JOB DESCRIPTION

TITLE: Manager, Inside Sales

DEPARTMENT: Ticket Sales

REPORTS TO: Director, Premium, Membership Sales, and Suite Sales

SUPERVISES: Representative, Inside Sales (14)

STATUS: Full-time, Exempt

JOB SUMMARY:

The *Manager, Inside Sales* is primarily responsible for overseeing the Inside Sales team, assisting with new Membership sales strategy, overseeing the Padres inbound call center, and continuing to overall ticket sales and service strategy. This role works with the Sales team, as well as the Director, to meet all sales goals.

DUTIES & RESPONSIBILITIES:

- Train and lead a team of 14 Inside Sales Representatives.
- Provide in the moment training and reinforce sales techniques daily.
- Implement strategies to effectively track individual and department sales efforts.
- Work with Director, Premium, Membership Sales, and Suite Sales to establish weekly, monthly and annual goals.
- Prepare a weekly status report for the VP and Director.
- Develops, oversees, and/or manages the department's operating budget in a cost-effective manner, including (but not limited to): employee salaries, sales forecasting, commission plans, and general expenses.
- Oversees the sale of new Season Ticket Memberships from the Inside Sales Team.
- Assists in developing new ticket and sales strategies.
- Plans and makes sales calls to any and all potential customers on an as-needed basis.
- Assists in developing marketing strategies and new ideas to stimulate all sales components and achieve annual sales goals.
- Coordinates sales and customer events with other departments as appropriate.
- Assists in developing Membership sales materials.

- Recommends changes in Club policies as appropriate to enhance overall Club operation and increase ticket sales.
- Manages the Inside Sales team (e.g., performance appraisals, employee development, hiring, terminations, etc.) to insure a well-trained, efficient team that represents the Club in a positive and professional manner that continually builds on the Club's image in the community.
- Collaborates with other departments within the organization to strategically create positive publicity for the Club.
- Represents the Club in a positive and professional manner at all times.
- Other duties as assigned.

JOB REQUIREMENTS: Must meet the following minimum requirements:

- Minimum of a 4-year Bachelor's degree or educational equivalent in Sales, or other closely related field. MS or MBA a plus.
- Minimum of 3-5 years of experience in ticket sales.
- Proven track record of results in a Sales environment.
- Proficient to advanced computer skills in Microsoft Office including Word, Excel, and Outlook. Experience in Tickets.com and Microsoft CRM a plus.
- General knowledge of office skills, use of office equipment (copier, laser printers, fax machine, telephones, computers).
- Excellent understanding and demonstrated success in building, motivating, and leading teams.
- Strong personnel management, collaboration, communication, time management and organizational skills. Proven ability to multi-task and manage projects on strict deadlines.
- Excellent written and verbal skills. Proven ability to correctly use punctuation and grammar.
- Fluently bilingual in English. Spanish a plus.
- Possesses a high degree of discretion, integrity, professionalism, and accountability.
- Consistent, punctual and regular attendance.
- Professional image and demeanor.
- Strong ability to work with others in a collaborative, respectful manner.
- Able to work flexible hours including evenings, weekends, holidays and extended hours as needed.
- Able to travel as needed.
- Minimum physical requirements: able to travel to and gain access to various areas of the ballpark for prolonged periods of time during games and events; able to lift and transport up to 25 pounds.
- As a condition of employment, the job candidate(s) must successfully complete a post-offer, pre-employment background check and drug screening.

The San Diego Padres is an Equal Opportunity Employer.