



**Department:** Group Sales

**Job Title:** Group Account Executive

**Reports To:** Director of Group Sales

**FLSA:** Salaried, Non-Exempt Fluctuating Half-Time Overtime

**Job Purpose:** Maximize pride in Reds Baseball by building relationships and providing excellent customer service to current and potential group clients.

### **Essential Duties and Responsibilities:**

We are seeking passionate and motivated individuals who are collaborative, adaptable and accountable.

- ❖ Retain, grow and acquire group ticket sales
- ❖ Meet/exceed individual ticket and revenue sales goals
- ❖ Identify and prospect new sales opportunities
- ❖ Generate Sales Proposals
- ❖ Prepare action plans and schedules to hit yearly sales goals
- ❖ Follow up on new leads and referrals resulting from prospecting
- ❖ Meet a daily and weekly minimum of outbound new business calls, renewal calls as well as appointments
- ❖ Input information into CRM system to help manage/track book of business
- ❖ Establish rapport and build relationship with current and potential clients
- ❖ Oversee account services through quality checks and other follow-up
- ❖ Address customer issues and ensure effective and long-term problem resolution
- ❖ Ability to work nights, weekends, and holidays
- ❖ Prepare a variety of status reports including activity, sales, follow-ups referrals, information and feedback
- ❖ Perform miscellaneous job-related duties as assigned

### **Experience, Education and Licensure:**

- ❖ Bachelor's Degree
- ❖ At least 1-3 years of experience that is directly related to the duties and responsibilities specified
- ❖ CRM and Ticket System experience is a plus

### **Knowledge, Skills, and Abilities:**

1. **Collaborative** – Enthusiastic about helping others and proud of team success
2. **Adaptable** – must be able to adapt quickly to changing environment
3. **Accountable** – willingness to accept responsibility for actions
4. **Attitude** – Consistently positive person who reacts well to change and offers solution-based feedback
5. **Coachable** – Eager to learn, willing to admit and correct mistakes, proactively looks for ways to grow and improve
6. **Passionate** – Ambitious and committed to the sports sales field
7. **Work Ethic** – Regularly exceeds expectations pertaining to the role, inspires others to work harder
8. **Innovative Thinker** – Proven track record of developing and executing business building ideas, ability to analyze and solve problems
9. **Communication** – Strong written and oral communication skills with an emphasis on clarity and patience
10. **Time Management** – Able to handle multiple projects throughout the day and prioritize tasks

### **Physical Demands:**

While performing the duties of this job, the employee is occasionally required to sit; use hands; reach with hands and arms; talk and hear. Occasional lifting of 20 pounds required.

### **Work Environment:**

Candidate must be willing to work game days including long hours, evenings, weekends and holidays

### **Expectations:**

- ❖ Adhere to Cincinnati Reds Organization Policies and Procedures
- ❖ Act as a role model within and outside the Cincinnati Reds Organization
- ❖ Performs duties as workload necessitates

- ❖ Demonstrate flexible and efficient time management and ability to prioritize workload
- ❖ Meet Department productivity standards

**Equal Opportunity Statement:**

The Company is an Equal Opportunity Employer. Equal opportunity for employment and/or promotion is open to any person who possesses the requisite qualifications for an open position. The Company policy is that there should be no discrimination on the basis of age, gender, race, color, religion, national origin, disability, veteran status, or any other legally protected status, with regard to employment, job assignment, and promotion or other terms or conditions of employment.

**Disclaimer:**

The statements herein are intended to describe the general nature and level of work being performed by the employee in these positions. The above description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. Additional duties, as assigned, may become part of the job function. The duties listed above is, therefore, a partial representation not intended to be an exhaustive list of all responsibilities, duties, and skills required of a person in these positions.

I have read and understand that the performance standards outlined above will be used as basis for minimum job performance evaluation.

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Employee Signature

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Date

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Supervisor Signature