



Pittsburgh Pirates Job Description

Title

Manager, Season Ticket Service

Department

Ticket Sales & Service

The Pirates Why

The Pittsburgh Pirates are a storied franchise in Major League Baseball who are reinventing themselves on every level. Boldly and relentlessly pursuing excellence by:

- purposefully developing a player and people-centered culture;
- deeply connecting with our fans, partners, and colleagues;
- passionately creating lifetime memories for generations of families and friends; and
- meaningfully impacting our communities and the game of baseball.

At the Pirates, we believe in the power of a diverse workforce and strive to create an inclusive culture centered in Passion, Innovation, Respect, Accountability, Teamwork, Empathy, and Service.

Job Summary

The Manager, Season Ticket Service is responsible for the daily management, growth and development of the Retention team Account Managers. In addition, this role will assist the department in season ticket renewals, manage touchpoint and CRM campaigns, oversee Season Ticket Holder relocation, and communication & events.

Responsibilities

Primary:

- 1) Oversee a team of Retention Account Managers, providing day-to-day management and growth through one-on-one coaching and training.
- 2) Develop strategies to improve renewal rates amongst first year and tenured Season Ticket Holder accounts.
- 3) Identify upsell and group sale opportunities.
- 4) Increase renewal percentage and create added opportunities for revenue growth.
- 5) Assist in the planning and execution of season ticket autorenewal.
- 6) Create renewal touchpoint plans and sales campaigns through CRM system.
- 7) Plan various sales and service events to engage Season Ticket Holder Accounts, execute all Season Ticket Holder Experiences, and other ancillary events throughout the season.
- 8) Create and execute communication efforts for all Season Ticket Holders including content and account management.
- 9) Oversee the Season Ticket Holder relocation process.
- 10) Collaborate with the Ticket Office on all ticket services processes related to Season Ticket Holders.
- 11) Manage the execution of the Season Ticket Holder benefits points program.
- 12) Communicate and educate all digital ticket product and messaging to ticket representatives.
- 13) Available to work and administer game day responsibilities including sales tables, pre-game activities and game day events.
- 14) Collaborate with Ticket Sales/ Service Leadership team to provide solutions and direction to the Ticket Sales/Service Staff.
- 15) All other duties assigned by the Senior Director, Ticket Sales & Service.

- 16) Demonstrates commitment to teamwork and team synergy and ability to adhere to company policy and procedures.
- 17) Demonstrates a competitive nature and a positive attitude.
- 18) Ability to meet tight deadlines and work well under pressure.
- 19) Strong organizational skills, time management skills and attention to detail required.
- 20) Strong verbal and written communication skills.
- 21) Ability to take direction without follow up.
- 22) Ability to prioritize and manage multiple tasks/projects.
- 23) Ability to work independently without supervision, be self-directed and demonstrate initiative.
- 24) Ability to work collaboratively with others.
- 25) Exhibit good judgment and decision-making skills.
- 26) Proven record of accomplishment as a team leader and leading by example.
- 27) Willingness to work a flexible schedule based on the changing priorities of the department.

Communication Skills
 Organizational Skills
 Presentation Skills
 Interpersonal Skills

Good Listener
 Persuasive
 Customer Focus
 Goal Driven

Qualifications

Required:

- 1) Bachelor's Degree in Business Administration or equivalent experience
- 2) Minimum of three (3) years of sales and/or service experience
- 3) Proficiency in Microsoft Office Suite Applications

Desired:

- 1) Retention sales experience
- 2) Experience within a professional sports environment
- 3) Experience with the customization of ticket service-related technologies