

Manager, Ticket Sales

The Pittsburgh Penguins are seeking to hire a **Manager, Ticket Sales**, responsible for spearheading the selling strategy and sales goals / objectives for all new ticket packages. This position works closely with the SVP, Ticketing to effectively position, promote, and sell in the marketplace. This position oversees all New Business and Inside Sales Consultants activities, including providing training and development to enable consultants to achieve revenue goals. The role has a strong emphasis on recruiting, developing and maintaining a full staff in order to achieve the department's goals.

Responsibilities:

- Develop procedures and programs for outbound season ticket sales efforts that include prospecting, lead generation, pipeline management, data capture and database management.
- Create and implement sales business plan, including team goals, strategies and key tactics to maximize new sales opportunities.
- Work with management team to improve efficiencies in selling, decision making, resource allocation, strategic messaging and product development.
- Utilize company's CRM system to manage accounts, pipelines, productivity, and measurements.
- Hire, train, motivate and monitor new business and inside sales teams.
- Monitor, track and analyze current staff sales on a weekly basis and to maximize individual's sales productivity.
- Monitor all sales processes and results to ensure our ability to reach all sales goals within our new business department.
- Create sales scripts for sales team.
- Constant training regarding sales process.
- Create strong sales incentive programs throughout sales campaigns.
- Develop and maintain sales culture.
- Recruit inside sales consultants year-round.
- Conduct bi-weekly 1 on 1 as well as weekly group meetings.
- Work Pittsburgh Penguins games and other internal / external events as assigned.
- Provide the highest level of customer service to all fans.
- Achieve and exceed weekly, monthly, and annual sales goals established by management
- Maintain consistent ticket sales reports and reporting of sales projections to Penguins leadership team.
- Other duties as assigned.

Qualifications:

(To perform the job successfully, the candidate should demonstrate the following competencies to perform the essential functions of this job.)

- Bachelor's degree from an accredited college or university
- Previous management experience

- Presents self in a professional manner and has the ability to interact with all levels of the organization and outside contacts
- Interpersonal skills – ability to maintain confidentiality, listens to others, and willing to try new things
- Team Player
- Ability to work in a fast-paced environment
- Proficiency in all Microsoft Office Programs, Excel, Powerpoint
- Demonstrates leadership skills
- Excellent communication skills including written and verbal; ability to express ideas clearly and concisely
- Strong organizational skills
- Adaptability and flexibility – adapt to changes in the work environment, manages competing demands and is able to handle frequent changes
- Dependability
- Ability to work irregular and long work hours
- Required to attend all home games
- Ticketmaster/Archtics ticketing systems experience a plus
- At least 3-5 years of sport sales experience and 1-2 years of management experience preferred

