



## **Account Executive – Sales & Service**

### **University Program Associate at Contributing Level (SHRA)**

The Account Executive – Sales and Service will report to the Manager of Services and Retention and will be responsible for the management of approximately 1500 accounts and delivering a high level of professionalism while building a personable relationship for tickets and annual donations.

#### **Responsibilities include, but are not limited to:**

- Daily account management of approximately 1500 current ticket holders and donors.
- As directed by the Director of Ticket Sales & Services, responsible for selling tickets for football, men's and women's basketball, baseball, and other Olympic sports.
- Meet and exceed monthly and yearly renewal and sales goals
- Coordinate and facilitate annual gifts to the Wolfpack Club in conjunction with season ticket packages.
- Responsible for making a minimum of 70 outbound calls per day
- Generate new business through growth and upgrading of existing accounts as well as seeking our referrals from current account holders.
- Build strong relationships with assigned accounts through proactive outreach including, but not limited to phone calls, seat visits, emails, appointments, and handwritten notes
- Assist in developing and executing customized service and touch point programs for accounts
- Properly manage and document all contacts via Paciolan and Salesforce CRM, including resolving all customer complaints, inquiries, and requests in a timely manner
- Process ticket orders and work with ticket operations staff to ensure proper procedures are met, including PCI standards
- Work home athletic events, as assigned by Manager of Services and Retention
- Readiness to be a steward of NC State Athletics in person at events and appointments

**State Minimum:** Bachelor's Degree or equivalent combination of training and experience.

#### **Department Required:**

- Ticket sales experience.
- Genuine desire to help others and assist NC State Athletics in achieving department goals.
- Computer proficient (Microsoft Word, Excel, etc.) and detail oriented.
- Ability to be a team player and collaborate with other team members.
- High level of professionalism, with the ability to relate to all levels of staff, department leaders, and fans.
- Willingness to learn and adapt to new ideas presented by other department members.
- Ability to identify problems and develop potential solutions, as needed.
- Position requires non-traditional work hours, including nights, weekends, and holidays.

#### **Preferred:**

- Bachelor's degree
- At least 1 year of ticket sales experience
- Experience utilizing Paciolan ticketing systems and Salesforce CRM platform