

Account Executive, Ticket Sales (Groups or Seasons) – Dallas Wings & Panther City Lacrosse Club

Position Summary

Interested in working in sports for two growing teams that both pride themselves on diversity and inclusion? Does a position that offers a competitive salary and commission opportunity interest you? Interested in working in sport sales? If you answered yes, apply for our Account Executive position today!

The Account Executive position is based in the Arlington/Forth Worth area. The community of Arlington ranks among the 48 most populous cities in the country and is located precisely midway between Dallas and Fort Worth. Fort Worth offers more than 200 open air patio restaurants as well as several exciting venues to keep you entertained!

The Account Executive is responsible for selling & maximizing the Season Ticket Member experience by creating exclusive touchpoints that create lasting memories. Within those memorable touchpoints you will look for key opportunities to upsell, cross-sell, or other valuable add-ons that meet our members' needs.

RESPONSIBILITIES/DUTIES

- Execute sales campaigns and training set by leadership.
- Meet or exceed annual sales goals set annually for the season by executing sales calls, and arena tours to sell/up-sell ticket packages, including Full seasons, Partial plans, Groups, and Premium.
- Identify new or additional business prospects by establishing a professional network, in addition to relationships with current members.
- Educate prospect on membership benefits and ticket usage best practices.
- Provide outstanding customer service through touchpoint campaigns, which include both virtual and in-person interactions.
- Maintain a detailed database of our members and document all touch points in CRM.

- Assist in execution of customized season member program, benefits, and events to drive engagement.
- Execute the season ticket member upgrades, cross-selling, and renewal experience each season.
- Return all phone calls/e-mails within 24 hours.
- Other duties may be assigned.

EDUCATION AND EXPERIENCE:

- College degree or equivalent experience preferred.
- 1-2 years sales experience required. Sports industry sales experience preferred.

JOB REQUIREMENTS:

- A passion for the growing sports in Dallas/Fort Worth Metroplex.
- A passion for working in sales and retention, with a goal driven mentality.
- A self-starter that is solution-oriented to help handle and resolve difficult situations in a calm and professional manner.
- Adaptable, flexible, and resilient.
- Excellent written and verbal communication skills, with the ability to communicate clearly, concisely, and in a professional manner.
- Ambitious and innovative; a creative thinker that uses unique approaches to develop a relationship with current and/or prospective members.
- Ability to drive independent results, while simultaneously act as a team player who thrives in a collaborative environment.
- Eagerness to learn.
- Excellent time-management skills and attention to detail.
- She/He/They is/are expected to attend and provide service at ALL home games for both Dallas Wings & Panther City Lacrosse Club and other special events that include days, nights, weekends, and/or holidays.