



Account Service Executive – San Diego Gulls

A great experience starts with you!

San Diego Gulls aims to provide a great experience for employees and guests alike! Join the team and become part of an industry-leading sports and entertainment organization.

Thanks for your interest in working on our team!

Summary of Position

The Account Service Executive is a full-time, non-exempt position within the San Diego Gulls Ticket Sales Department. The primary responsibility for a Service Executive is the retention and satisfaction of the San Diego Gulls season ticket holders, while working towards meeting and exceeding team renewal and sales goals. This position requires strong customer service skills to maintain important client relationships and the ability to make outbound sales calls.

Responsibilities

- Cultivate relationships with assigned Season Ticket Holders to maximize renewal percentages
- Make proactive efforts to personally contact (by phone or in person) all ticket holders as assigned by Manager.
- Meet or exceed renewal goals set forth each season by providing outstanding personal service to each ticket holder, review the renewal status of each account, and take correct action. Encourage ticket holders to upgrade their plans and/or add seats to their accounts when buying behaviors indicate a potential benefit to the ticket holder.
- Respond (in person, via phone and/or email) to all client questions, requests, concerns and complaints from the assigned Season Ticket Holders in an efficient, courteous, and timely manner.
- Generate new business revenue through upgrades, add-ons, referrals, and new sales of ticket packages in order to meet yearly designated goals.
- Responsible for Season Ticket Renewal process including coordinating mailings, following up with customers, confirming orders, and providing necessary information and documentation to clients to assist them with their renewals.
- Effectively execute the season ticket touch point program and communicate with accounts one-on-one throughout the year

- Review account information on the ticketing system to make sure it is up-to-date, accurate and complete. Make changes to or obtain additional information when needed.
- Make recommendations to or alert management when an account is having a negative effect on the company or other valuable customers, such as chronic collection, behavioral or account management issues.
- Assist in game day responsibilities (in person meetings, service table) as well as at special events held by the San Diego Gulls organization to solidify relationships with season ticket holders.
- Assist other Account Service Executive's clients as needed during games, via the general phone line, and during absences.
- Provide daily documentation to track all account correspondence and activities in CRM database.
- Other duties as assigned

Skills

- Bachelor's Degree preferably in Business, Sports Management, or related field
- Minimum of one (1) year of customer/guest service or sales experience in a fast-paced, high-pressure environment- preferably in professional sports ticket sales
- Demonstrated ability to meet and exceed stipulated sales goals
- Strong customer service skills and ability to respond and resolve all customer concerns
- Competitive and high energy attitude with a passion for customer service and sports sales
- Posses high degree of discretion, integrity, professionalism, and accountability
- Excellent communication skills, both written and verbal
- Strong collaboration, communication, time management and organizational skills
- Proven ability to multi-task and meet deadlines
- Flexible schedule with the ability to work nights, weekends and some holidays as required.
- Strong computer skills, including knowledge of Microsoft Office (Word, Excel, and Outlook) experience in Veritix – Back Office.
- Valid driver's license required with good driving record
- Fluently bilingual in English/Spanish is a plus

Knowledge, Skills and Experience

Education - Bachelor's Degree

Experience Required - 1-2 Year's

