

Account Executive, Season Ticket Experience

Job Purpose

This position is directly responsible for managing Season Ticket Holders. Priority on education, engagement, retention, incremental sales and enhancing all aspects of their Season Ticket Holder experience. This is achieved by providing world-class service, learning about and developing excellent relationships with Season Ticket Holders and delivering customized communications and events. This is also a sales position, as generating new business through referrals, add-ons and upgrades will also be part of this role.

Primary (Essential) Duties

- Successfully meet and exceed quantitative retention and associated revenue goals by offering benefits, enhancing their experience, fostering Season Ticket Holder loyalty, and creating lifelong memories
- Build strong rapport with assigned account base through proactive communication, including seat and office visits, phone calls, emails, handwritten notes and other touchpoints
- Receive inbound calls, assist with account maintenance including, but not limited to, ticket exchanges, ticket recovery, ticket return and answering general ballpark inquiries
- Perform game-day duties as assigned (i.e. seat visits, early entry, phone and Season Ticket Headquarters coverage, batting practice & D-backs Experiences hosting).
- Plan and participate in various Season Ticket Holder events and programs
- Assist in developing and delivering customized benefits, programs and events to drive loyalty within assigned account base
- Proactively respond to and resolve all STH complaints, requests, and inquiries from assigned account base; handle difficult fans and situations in a calm and professional manner
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

Knowledge, Skills and/or Abilities

- Knowledge of Season Ticket Holder Policies and Procedures
- Proficiency in CRM (Fan360) and Archtics
- Proficiency in Microsoft Office programs (Word, Excel and Outlook)
- Strong critical thinking, problem-solving, and conflict resolutions skills
- Excellent written and verbal communication skills
- Ability to work in a fast-paced setting
- Advanced time management, multi-tasking, and prioritization skills
- A positive and resilient team centric attitude with a professional demeanor
- Excellent relationship building and interpersonal skills, with the ability to interact comfortably and effectively with clients and colleagues

Experience/Education Requirements

- Bachelor's Degree required
- Minimum 3 – 5 years customer service experience and/or corporate hospitality in sports or a related field
- Minimum 3 – 5 years sales experience

Working Conditions and Physical Demands

- While performing the duties of this job, the employee must be able to:
- Ability to work flexible hours including nights, weekends and holidays
- Capable of working in a high-paced environment while handling a heavy workload
- Ability to lift heavy boxes on occasion

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This is not an all-inclusive document. Additional duties, expectations, demands, etc. may be added or changed to this document on an as-needed basis in order to meet organizational needs.