



JOB DESCRIPTION

Job Title: Sales Consultant
Department: Ticket Sales
Reports To: Manager, Sales Development
Status: Non-Exempt

Primary Objective: Sales Consultants for the Seattle Mariners generate new business and cultivate relationships with organizations that translate to revenue growth. Responsible for the sale and renewal of group ticket customers. Sales Consultants are part of the Mariners Sales Development Program that provides sales training, mentorship and professional development. The projected end date is September 2024. Top performing Sales Consultants are considered for available opportunities upon completion of the program.

Essential Functions:

- Sell group ticket inventory to organizations through relationship building in the community, managing renewal accounts, following up on inbound leads and prospecting through cold calls, email marketing and social selling.
- Contact, schedule, and conduct in-person, phone and virtual presentations with appropriate decision makers within targeted accounts.
- Effectively communicate Mariners value proposition and key benefits to prospects, matching product solutions to customer needs.
- Meet and exceed all weekly and annual sales and appointment goals.
- Receive inbound phone calls regarding product sales and servicing. Resolve customer inquiries in a professional and timely manner.
- Involvement in game day activities including, but not limited to, visits to group customers, complaint resolution, and prospect entertaining.
- Uphold an extraordinary level of customer service to customers.
- Utilize Microsoft Dynamics 365 CRM, Outreach and Archtics ticketing system to maintain electronic records of all customers and prospects. Demonstrate the ability to navigate and successfully use all job-related systems.
- Accurately track and provide regular reports for management detailing sales activities, pipeline status and pending deals.
- Make actionable and insightful recommendations for new products and enhancements.
- Always represent the organization in a positive and professional manner.
- Will perform other duties as assigned.

Education and Experience:

- Recent college graduate from a four-year college/university with a desire to learn and achieve in a highly competitive sales environment.

- Previous customer service experience including demonstrated ability to take decisive action and quickly resolve customer issues, problem solve, troubleshoot and answer questions. Customer advocate who goes above and beyond to create customer delight.

Competencies, Knowledge, Skills and Abilities (KSA's):

- Coachable team player with a positive attitude and strong will to succeed.
- Strong written and interpersonal communication skills with the ability to articulate messages and information clearly and accurately. Excellent listening skills.
- Ability to effectively build and maintain partnerships with customers and co-workers. Contributes to team and organization success. Maintains flexibility and reacts to change appropriately.
- Can work in a fast-paced environment. Ability to multi-task and prioritize work with minimal oversight. Uses time efficiently.
- Works well within a team environment yet is comfortable completing tasks independently. Self-starter with the ability to be creative within a structured environment.
- Proficient in Microsoft Office (Word, Excel, Outlook).
- Ability to work flexible hours including evenings, weekends, some holidays and event nights. Ability to travel to local offsite sales meetings as scheduled.

The Mariners are committed to providing a competitive total rewards package for our valued Team Members.

The anticipated range of base compensation for this role is \$24.03 per hour with commission potential.

All benefits are subject to eligibility requirements and the terms of official plan documents which may be modified or amended from time to time.

This information is being provided in accordance with the Washington State Equal Pay and Opportunity Act.