



Title: SR Manager/Director, Membership Services

Department: Ticketing

Reports to: Sr. Director, Sales, Service, and Ticket Operations

FLSA Status: Exempt

Position Summary: The SR Manager/Director, Membership Services will support the Sr. Director, Sales, Service, and Ticket Operations with the development, fulfillment, execution, and overall service management for Inter Miami CF Season Ticket Members. The SR Manager/Director will also assist in providing leadership to the Membership Services team, under the direction of the Sr. Director.

Essential Duties and Responsibilities:

- Support the Sr. Director, Sales, Service, and Ticket Operations with the development, fulfillment, execution, and overall service management for Inter Miami CF season ticket members.
- Provide leadership, direction, training, and support to Membership Services Executives.
- Oversee matchday Fan Ambassador program.
- Ensure year-round and pro-active communication with Season Ticket Members.
- Field and respond to all season ticket member inquiries, requests, concerns, feedback, etc.
- Ensure customer data and profile requirements are accurately represented in the ticketing database.
- Accurately and successfully convey all key messages to all Season Ticket Members.
- Educate season ticket members of all applicable Membership benefits, programs, rewards, experiences, and events.
- Identify opportunities to add-value to Membership benefits, programs, rewards, experiences, and events.
- Identify areas to improve on and off game day experience.
- Reporting of various individual and/or departmental efforts.
- Plan, facilitate and execute exclusive Season Ticket Member events throughout the calendar year.
- Act as information liaison for all Inter Miami CF home games and stadium events.
- Survey and analysis of various reporting (attendance, game day experience, etc.)
- All other responsibilities as required.

Qualifications:

- Bachelor's degree in Business, Sports Management, or related field preferred.
- Minimum of 5+ years' related experience working in professional or collegiate sports preferred.
- Experience in the South Florida marketplace preferred.
- Fluency in English and Spanish preferred.
- Knowledge of Archtics (Ticketing System) & Salesforce (SRM System) required.
- Strong understanding of MLS and International Soccer a plus.
- Highly proactive, goal oriented and motivated with a positive attitude.
- Very strong interpersonal and communication skills with a passion for providing great customer service.
- Coordinate changing priorities in a dynamic, high pressure, fast paced environment.
- Ability to coordinate multiple tasks and creatively solve day-to-day challenges.
- Extremely organized with a high attention to detail.
- Strong work ethic – must be a team player with a “get the job done” attitude.
- Advanced knowledge of Microsoft Office applications, including Power Point, Word, Excel, and Outlook.
- Ability to work flexible hours, including but not limited to evenings, weekends, and holidays.

All applicants must pass a pre-employment background check.

Equal Opportunity Statement

Inter Miami CF is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, protected veteran status, disability status, or any other characteristic protected by law.