

Membership Services Executive

F/T HRL - Bene EligPara-Pro-Entry

1201 Building - Denver, Colorado, Denver, CO, US

15 days ago Requisition ID: 1940

APPLY

Salary Range: \$13.5000 To \$14.7700 Hourly

Job Title: Membership Services Executive, Colorado Avalanche

Department: Hockey - Season & Group Ticket Sales

Business Unit: KSE

Location: Denver, CO

Reports To: Director of Membership Services

Employment Type: Full Time – Hourly – Non-Exempt

Supervisor Position: No

Position Summary

This position will serve as the primary day-to-day contact for Colorado Avalanche Full Season Ticket Members. The primary focus of the position will be renewing Full Season Ticket accounts and providing exceptional customer service to this important segment of fans. This position will be responsible for Season Ticket member renewals, seat upgrades, incremental cross-sale or up-sale opportunities, and other inquiries from our Season Ticket Members. This representative is responsible for resolving all issues in a positive manner, exceeding customer expectations, and providing interaction that is reflective for a model professional sports franchise.

Essential Functions/Responsibilities

- Provides high-end level of service to existing & new season membership accounts.
- Meets defined renewal and sales goals.
- Superior working knowledge of ticket packages, pricing and benefits.
- Generates new ticket sales revenue focusing on referrals and current client development.
- Achieves outbound call and touchpoint goals on a daily basis to support team's efforts of customer satisfaction and sales goals.
- Manages inbound call volume from qualitative and quantitative perspective.

- Represents and actively promotes the team at special events, including Avalanche home games, select Ball Arena events, and other off-site/virtual events.
- Acquires knowledge and understanding of the fans, their changing preferences, needs, wants and demographics.
- Maintains up-to-date knowledge and effectively and enthusiastically communicates all team events, season ticket member benefits and arena details.
- Assists in executing customized programs, benefits and events to drive loyalty.

Performance Requirements/Skills

- Ability to handle a high level of service and call volume.
- Considerable knowledge of service and sales techniques.
- Ability to acquire or produce and maintain a valid Colorado driver's license and meet company vehicle driving standards, and ability to travel within 150 miles of Denver Metro area.
- Effective verbal and written communication and strong organizational skills.
- Must be a team player, willing to contribute to the benefit of the entire team.
- Ability to handle multiple tasks simultaneously with a high degree of detail against short deadlines.
- Computer skills emphasizing Word, Excel and Microsoft Dynamics.
- Ability to work a varied schedule including evenings, weekends and holidays.

Education/Experience

- Bachelor's degree or equivalent combination of education and experience.
- Minimum 1+ years professional experience in customer Service.

Compensation

- Base Wage Range \$13.50 - \$14.77

Benefits Include

- Health Insurance (Medical, Dental, Vision)
- Paid Time Off (PTO)
- Life Insurance

- Short and Long-term Disability
- Health Savings Account (HSA)
- Flexible Spending plans (FSAs)
- 401K plan
- 11 Paid Company Holidays

Equal Employment Opportunity

Kroenke Sports & Entertainment (KSE) provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.