

Spurs Sports & Entertainment AT&T CENTER

POSITION TITLE: Season Ticket Account Executive

FLSA: Salary

DEPARTMENT: Ticket Sales

PAY LEVEL: Sales II

REPORTING RELATIONSHIP:

REPORTS TO: Manager – Season Ticket Sales

DIRECT REPORTS: None

POSITION SUMMARY:

This position will be responsible for further developing, maintaining, and increasing Season Ticket and Group Ticket Sales for the San Antonio Spurs, San Antonio FC, and AT&T Center Family Shows and/or Events with a strong focus on relationship sales and customer retention. This person must provide extensive customer service and continual development of relationships with customers, co-workers, and corporate sponsors. Base pay will include an annual salary and commission. This position must support the organization's mission, vision, and values by exhibiting the following behaviors: excellence and competence, collaboration, and innovation.

The incumbent in this position is expected to model the following practices on a daily basis: 1) Demonstrated alignment with the company's mission and core business values; 2) Collaboration with key internal/external resources and 3) Ongoing self development.

KEY AREAS OF RESPONSIBILITY, JOB METRICS AND COMPETENCIES: (5 MAXIMUM)

List the key functions, tasks and responsibilities the employee in this position is expected to consistently demonstrate. Expand on how you expect the employee to accomplish the following KRA's for the role or what tools they are expected to use.

1. Meet or exceed weekly, monthly, and annual sales goals while exceeding client expectations in value and service.
2. Generate, Develop, and Maintain new and ongoing business and sales relationships.
3. Implement and Demonstrate outbound sales efforts by using sales and services best practices, prospecting, networking, lead generation, and data capture and personal database management.
4. Develop and Attain personal strategies, procedures, and goals to increase sales for SS&E Properties while committing to on-going sales training and development of best sales practices.
5. Greet, Support, and Serve current and potential clients daily and at games.
6. Assist and Support the Manager of Ticket Sales with all aspects of promoting and managing all SS&E Franchise properties and other department responsibilities.

This position is responsible for selling the following inventory:

- a) Season Tickets
- b) Premium Seating
- c) Partial Plans
- d) Group Seating

JOB COMPETENCIES: (3 MAXIMUM – BASED ON LOMINGER COMPETENCIES)

In this position, the following competencies will contribute to the employee's success:

- A. **Creativity:** Comes up with a lot of new and unique ideas; easily makes connections among previously unrelated notions
- B. **Ethics and Values:** Adheres to an appropriate and effective set of core values and beliefs during both good times and bad times; acts in line with those values
- C. **Self Development:** Is personally committed to and actively works to continuously improve him/herself; understands different situations call for different skills and approaches

MINIMUM QUALIFICATIONS AND ESSENTIAL FUNCTIONS:

List the key experience requirements a candidate needs in order to be considered for the role. These can include education, certifications, physical expectations, travel or office time or occupational skills. These are minimum qualifications proven to be needed to accomplish the intended purpose of the position.

- 2+ years of previous sales experience
- Basic understanding of CRM.
- Proficient with Ticket Master Archtics Ticketing System preferred
- Proficient in Microsoft Office, Excel, Word, Power Point and other computer skills required.
- Ability to prioritize multiple tasks and support multiple high level positions.
- Ability to work flexible hours including, evenings, weekends, some holidays & event nights.
- Understanding that 20% of job function would be able to be performed remotely and 80% of work needed to be performed onsite including events.
- Reliable transportation to attend both sports and client centric events.
- Must have high level of interpersonal skills to handle sensitive and confidential situations and information.
- Demonstrate poise, tact and diplomacy.
- Strong teamwork aptitude required.
- Strong customer service skills required.
- Strong oral and written communication skills.
- The ability to work independently and coordinate multiple tasks.
- Stand/Sit/Walk for long periods of time.

****SS&E is an Equal Opportunity Employer****

Nothing contained in this job description is intended to be a contract of employment, nor does any information contained herein represent a guarantee of employment for a specific duration. Your employment with SS&E is "at will", which means that either you or SS&E may terminate the relationship at any time.

INTERNAL SS&E CORE COMPETENCIES:

All SS&E employees are expected to consistently develop and attain the following:

ORGANIZATIONAL COMPETENCIES
<p>1. Customer Focus (External <i>and</i> Internal Customers)</p> <p>Skilled: Dedicated to meeting expectations and requirements of customers; acts with customers in mind; establishes effective relationship with customers; gains respect and trust</p>
<p>2. Contributes to Team Performance</p> <p>Skilled: Shares wins/successes with larger group; fosters open dialogue; defines success in terms of whole team; helps foster feeling of belonging on team.</p>
<p>3. Personal Learning</p> <p>Skilled: Knows personal strengths/weaknesses and continually seeks opportunities to learn and develop; picks up on need to change behavior quickly; seeks feedback and adjusts.</p>

_____ Employee Printed Name	_____ DATE
_____ Employee Signature	_____ Manager PRINTED Name