



## Milwaukee Bucks, LLC Job Description

Job Title: Account Service Executive

Class: Full Time

Reports to: Director of Service and Retention

### **Position Description:**

The Account Service Executive will report to the Director of Service and Retention and be responsible for maximizing revenue with a focused approach on growing and managing Bucks full season accounts, prospecting new sales, and providing the highest level of customer service to our client base. Core to this role is the ability to grow and manage large numbers of accounts, build relationships and close business while maintaining an aggressive sales approach, all in coordination with the process and focus of the entire Bucks sales and service team. This role will be compensated for renewal, new plan, group, arena shows and premium rental sales.

### **Core Responsibilities:**

- Maintain full menu working knowledge of all season ticket plan (renewal and new), group, arena shows and premium rentals to sell when applicable
- Manage renewal/sales process from start to finish – assess and qualify potential clients, create proposals, present solutions, close sales and fulfill all terms of sale
- Maximize revenue potential by renewing, cross selling, and upselling book of business
- Exceed sales and retention goals
- Provide exceptional customer service

### **Qualifications:**

- Proven track record in sales/service experience in sales or related field
- High Proficiency in both written and verbal communications (public speaking and presentation)
- Excellent relationship building and interpersonal skills
- Assertive, persistent and results-oriented approach
- Strong time-management organization and analytical skills
- Strong work ethic with high personal accountability, business ethics and morals
- Ability to be flexible, prioritize and manage multiple tasks/projects
- Able to work flexible hours based on changing priorities including evenings, weekends and holidays
- Ability to work well under pressure
- Ability to coordinate multiple events and exceed customers' expectations
- Proficient in Microsoft Office Applications
- Knowledge of Archtics ticketing software and Microsoft-based CRM platforms preferred