

JOB TITLE: Ticket Sales Representative

DEPARTMENT: Ticket Sales & Hospitality

ORGANIZATION: Marquee 360

REPORTS TO: Manager, Ticket Sales

FLSA STATUS: Non-exempt (*Full-Time Hourly*)

COMPENSATION: New Hire Pay Rate \$17.00 per hour USD and eligible for discretionary sales incentive plan

BEING PART OF THE TEAM

Our business is a team sport that began on a field with baseballs and bats and has evolved into one of the most recognizable brands in sports and entertainment through Cubs baseball and live events. Our success is driven by our people, work to create and inspire change in an engaging, collaborative and inclusive environment. As a team, we continue to build a culture on and off the field that delivers unforgettable experiences for one another, our fans and community. In support of that effort, we expect associates to work primarily in our office. Are you ready to be part of it?

OUR STORY

MARQUEE360 is a team built of thinkers, stewards and uniters of strong brands, iconic places and unforgettable experiences in sports, music and entertainment. We don't just sell - we build and find meaningful ways to bring brands, places and people together through unique partnerships, activations, live events and hospitality.

HOW YOU'LL CONTRIBUTE:

The Ticket Sales Program provides sales representatives with strong foundational skills in B2C and B2B ticket sales along with an understanding of the various systems that are critical to success in sports sales. Ticket Sales Representatives will rotate through selling a variety of products, including Season Tickets, multi-game Ticket Packs, Group Tickets and Special Ticket Offers, among others. The program focuses on the fundamentals of sales while exposing representatives to other areas of the Chicago Cubs and Marquee 360. The Ticket Sales Representative role is an entry-level, 12-month position responsible for proactively converting sales associated with these products.

TENTATIVE RECRUITING TIMELINE (*Subject to change*)

- Interviews with qualified candidates are anticipated to begin in February, 2025
- Final interviews and offers of employment are anticipated to occur at the end of March, 2025
- Target start date of Monday, June 23, 2025
- NOTE: No relocation assistance will be provided

THE DAY-TO-DAY:

- Engage with assigned leads to sell new season tickets for the 2026 season
- Independently prospect, cold call, and close sales across all core products
- Support lead generation and execute sales for various Special Ticket Offers including Hispanic Heritage, Healthcare Appreciation, College Nights and others
- Communicate with an array of past and prospective ticket buyers through phone, email, and chat
- Meet or exceed all operational and revenue targets

WHAT YOU'LL BRING:

- Bachelor's or Associate's degree from an accredited university
- Strong attention to detail and organizational skills
- Demonstrated phone and customer service skills
- Demonstrated ability to work well within a team environment
- Ability to work non-standard hours including nights, weekends, and holidays

WHAT SETS YOU APART:

- Strong desire to build a career in sports sales
- Prior exposure and experience within the sales industry
- Proven ability to multi-task and manage projects on strict deadlines
- Proficiency with Microsoft Office suite

TOTAL REWARDS:

- On-site parking
- Transit benefits
- Paid time off: Personal, Sick, Vacation Time, Office Holidays & Winter Break
- Flexible work arrangement
- Casual work attire environment
- Complimentary Meal & beverage plan
- Cubs home game & spring training game ticket allotment
- Access to campus wide Wrigley Field events & pre-sales
- 401K Plan Employee Contribution & Employer Match
- Benefit Plans: Medical, Dental, Vision & Life Insurance
- Health & Wellness engagement & programming
- Variety of associate special events, volunteer opportunities and partnership discounts
- Tuition Reimbursement
- Free access to EV charging stations

* This job posting includes the anticipated compensation, which reflects the hourly rate or salary range the Chicago Cubs and its affiliates are considering for this role in the specified location(s) as of the posting date. Where anticipated compensation is a salary range, the actual base salary offered within that range will be reflective of the candidate's skills and experience.

The Chicago Cubs and its affiliates embrace diversity and are committed to building a team that represents all communities. We hold ourselves accountable to include new and different voices in our organization. Everyone is welcome here, and we celebrate what makes each of us unique.