

Category: Sales & Marketing**Client Retention Executive - St. Louis Blues Hockey Club (St. Louis, MO)****Client Retention Executive – St. Louis Blues Hockey Club**

The St. Louis Blues and Enterprise Center are searching for a passionate, self-starter for the role of Client Retention Executive. This position is primarily responsible for retaining and growing an assigned season ticket holder account base through the delivery of superior customer service, relationship building, and referral generation. The ideal candidate is a positive team player that is detail oriented, self-motivated, flexible, energetic, outgoing, and resilient and has a strong desire to develop as a sales and service professional.

Responsibilities

- Meet and exceed yearly retention goals with assigned Season Ticket Holder account base
- Generate new revenue from current clientele through value-added, group and suite packages, upgrades, and referrals
- Build strong relationships with Season Ticket Holders by fulfilling all required Season Ticket Holder touchpoints via proactive communication including phone calls, emails, handwritten notes, and in-seat visits
- Provide superior levels of customer service to an assigned base of season ticket accounts by maintaining up-to-date knowledge and effectively and enthusiastically communicating all team happenings, events, benefits, and arena details that are relevant
- Anticipate, respond to and resolve all Season Ticket Holder complaints, requests and inquiries in a timely and professional manner while maintaining a positive and productive demeanor
- Produce exceptional, memorable experiences and WOW moments for clients to create long-lasting relationships and solidify the bond between the Blues and our Season Ticket Holders
- Perform game day responsibilities including, but not limited to, in-seat visits, handling special promotions, addressing season ticket holder needs, etc. as well as participate in all season ticket holder related special events
- Utilize KORE and Archtics CRM system to record and maintain all personal touchpoint interactions with clients and document all appropriate details and information
- Collaborate with ticket sales and ticket operations teams to ensure efficient and quality servicing of accounts
- Other duties as assigned

Required Qualifications

- Bachelor's degree (*or requisite experience*) required
- 2 years of sales and/or services experience in the sports or hospitality industry
- 1+ years of experience with Ticketmaster Archtics ticketing and KORE CRM system preferred
- Demonstrated ability in the areas of relationship building, communication, time management and organization
- Demonstrated ability to work well within a team environment
- Proficiency with Microsoft Office Suite
- Ability to attend all home games and work non-standard hours including nights, weekends, and holidays