

**Position:** Premium Sales Account Executive

**Department:** Ticket Sales & Services

**Reporting Relationship:** Reports to the Premium Sales Manager

**Status:** Full-Time (Exempt)

**Compensation:** Salary plus commission

**Primary Responsibilities:**

*Selling Responsibilities:*

- Sell Luxury Suites
- Sell Long Term and Single Event Rentals for Panthers, Charlotte FC and major stadium events
- Sell Membership Clubs
- Sell Suite Club PSLs for Panthers and Charlotte FC
- Additional Selling Responsibilities:
  - PSLs and Season Tickets through outbound sales calls, phone sales
  - Silver Club Level PSLs and Season Tickets
  - Upgrading current PSL Owners through outbound and service calls
  - Single Game Tickets

- Group Tickets
- Represent Tepper Sports & Entertainment in various organizational promotions, charity functions, speaking engagements.
- Assist (as needed) in the development, coordination, implementation of game day activities for both Carolina Panthers and Charlotte FC.
- Committed to the support of department goals and objectives, such as budgets and sales goals.
- Provide Premium Sales Manager with necessary support/statistical data

**Service Responsibilities:**

- Provide extreme customer service to all clients, including relationship building, day to day operations, written correspondence, phone calls, account inquiries, appointment scheduling, follow up, etc.
- Work with Premium Service, Ticket Operations and Ticket Service Representatives to ensure all accounts are active, documented and up-to-date on invoicing, contracts, renewals, etc.
- Assist in determining and implementing enhancement programs for full season accounts to generate sales and member retention.

- Ensure proper maintenance of full season accounts is performed and current quality standards are met or exceeded.

### **Additional Responsibilities:**

- Assist in the overall success & meeting goals of the sales area of the Ticket Office
- Administrative duties including filing, answering phones, and provide support to Ticketing Department
- Assist with all functions of the Ticket Office including, but not limited to, ticket sales, phone calls, written correspondence, special promotions and programs, etc.
- Other duties as assigned by Department Leadership
- Fulfill various responsibilities by assisting other departments (as needed)

### **Minimum Qualifications**

- At least 2 years of sales experience at the collegiate or professional level
- Must be flexible and available to work evenings and/or weekends, nights, and holidays

- Must pass pre-employment screens

### **Essential Functions**

- Excellent organizational skills and attention to detail
- Strong verbal and written communication skills
- Works well under pressure while maintaining a positive attitude
- Must be a team player, reliable, and dependable
- Ability to make sound decisions and exercise independent judgement and discretion with integrity and accountability, while working in a fast-paced, high-demand, and sometimes strenuous environment
- Must maintain complete confidentiality of privileged, and/or sensitive information
- Must, at all times, display the character and values of the Tepper Sports & Entertainment brand
- Must be able to multi-task while managing time successfully

### **Physical Requirements**

- Sitting at desk and computer for long periods of time
- Standing for extended periods of time
- Must be able to lift 15 pounds at a time