



Job Title:	Inside Sales Consultant	<input checked="" type="checkbox"/>	Full Time
Department:	Sales	<input type="checkbox"/>	Part Time
Company:	Hornets Sports & Entertainment		
Reports To:	Manager, Inside Sales		
FLSA Status:	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	EEO Code: Sales Workers	
Approved by:	<input checked="" type="checkbox"/> EVP <input checked="" type="checkbox"/> HR	Last Updated: April, 2021	

Position Overview

Are you a positive and hardworking individual that is committed to becoming an industry sales leader? As part of this exciting position you will undertake a 10-12 month, career growth oriented, sports sales development program. Hornets Sports & Entertainment (HSE) sales program will focus on growing your professional skill sets as a full menu consultant. Sales Consultants will sell luxury suites, premium inventory, season tickets, mini plans and groups. Revenue will be generated via phone, email marketing, face to face presentations, in-arena tours and out-of-office appointments. Day to day leadership and mentoring is provided by our sales management team.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

Hornets Sports & Entertainment provides valuable benefits and competitive time off policies to help you and your family lead healthy, balanced lives.

Essential Duties and Responsibilities

- Responsible for the sale of new full season tickets, partial season ticket plans and group outings
- Prospecting and qualifying all potential sales opportunities
- Ensure computerized records of all customers and prospects are maintained and kept up to date in our CRM system
- 100 outbound phone calls daily along with proficient email correspondence
- Create and nurture relationships with clients and prospects through various means, including, excellent customer service
- Meet or exceed weekly and monthly sales goals
- Assist customer service efforts (mailing invoices, tickets, etc)
- Assist with Select-A-Seat events
- Complete 3-5 face-to-face appointments per week (show seats and give arena tours)
- Game night responsibilities, such as visiting clients and working at the sales table
- Attend weekly meetings and role-play sessions
- Participate in sales driven arena events
- Other duties as assigned by Manager

Required Skills, Experience and Abilities

To perform the job successfully, you will have or demonstrate the following skills and abilities:

- Bachelor's degree from an accredited college or university in Business, Sports Management, Marketing or related field
- Proven customer service skills
- Ability to present sales material to potential clients
- Eagerness for increased business knowledge and training
- Presents self in professional manner and have ability to interact with all levels of organization and outside contacts
- Excellent communication skills including written and verbal; ability to present ideas clearly and concisely
- Able to multi-task under time constraints, meet deadlines, work within a fast-paced industry/environment and be very detail oriented.
- Adaptability – adapts to change in the work environment, manages competing demands and is able to handle frequent changes
- Dependability – consistently at work on time, follow policy and direction, responds to manager's instructions
- Computer proficiency in Microsoft Office products including word, excel, power point and Microsoft Teams
- Desire to be a sales industry leader
- Ability to attend all home games
- Available to work a flexible schedule, including holidays, nights, weekends

I have read and understand this explanation and job description.

Employee Signature: _____ Date: _____

Print Employee Name: _____