

GENERAL MANAGER - PITT TICKET SOLUTIONS

An industry leader for more than four decades, Learfield IMG College has a deep presence in the college athletics landscape nationwide. In addition to ticketing, it manages the multimedia and sponsorship rights for nearly 250 collegiate institutions, conferences and arenas, and supports athletic departments at all competitive levels as title sponsor of the prestigious Learfield IMG College Directors' Cup. Learfield IMG College also provides its collegiate partners access to professional concessions and branding; licensing and trademark consulting; digital and social platform expertise; campus-wide business and sponsorship development; and venue and technology systems through its affiliated companies.

Our people-friendly promoting from within culture is a hallmark of our style and approach to business and is rooted in values demonstrating intentional and active care for other people. The company and its employees strive each day to live by the company's value statement: "build the team, grow the company, have fun, love and serve others."

Founded in 2011 on the people principles of Character, Capacity and Commitment, Learfield IMG College Ticket Solutions represents nearly 50 collegiate athletic departments, professional sports teams and related industry organizations nationwide, with more than 170 on-site sales personnel dedicated to serving these respective relationships. The company delivers a total revenue solution through staff development, high-value expertise, and engaged fan relationships. As the sports industry and fan behavior continues to evolve, Ticket Solutions remains at the forefront of business intelligence through many of its national relationships, leading to increased revenues for teams across the country.

Pitt ticket sales team is Learfield IMG College's local, dedicated entity representing Pitt. In complete collaboration with the university, this team is committed through first class professionalism to building top notch customer sales and service relationships extending the affinity of the Panthers brand to fans, donors, alumni, businesses and corporations of all sizes looking to align with the undeniably loyal and passionate collegiate sports fan base. As the exclusive outbound arm for Pitt, the ticket sales team manages many of the sales efforts for ticketed sports. As a member of the team, we provide fans, partners, businesses, and constituents of Pitt with the outreach and access to all ticket types, including season, partial, and group tickets, and ultimately providing experiences to grow involvement and revenue generation across the board while integrating fully within the department and the community.

Learfield IMG is actively seeking an General Manager – Ticket Sales and Service to work from Pittsburgh, PA for the Pitt ticket sales team. The General Manger of Ticket Sales is responsible for training, mentoring, motivating and coaching the ticket sales staff. The person in this position will be responsible for developing and implementing a ticket sales initiative designed to meet or exceed the annual sales goals set forth by senior management. The General Manager of Ticket

Sales will oversee the sales and service activities related to season tickets, partial plans, group tickets, customer service and other ticket products created in the future. The General Manager of Ticket Sales will be responsible for implementing effective systems to monitor the professional development and sales production of each member of the sales staff and the achievement of reaching or exceeding the overall sales goals set forth for each season.

Responsibilities:

- Provide overall leadership for collegiate season ticket retention, new ticket sales and service initiatives
- Oversee sales efforts involving season tickets, partial plans, and group tickets
- Responsible for the recruiting, hiring and professional development of ticket sales staff
- Provide ongoing training, coaching and mentoring for ticket sales staff
- Lead regular staff meetings and facilitating discussion and sharing of ideas related to growing ticket sales revenue
- Develop and maintain a personal client base of ticket sales prospects and customers
- Prepare and manage an annual Ticket Sales business plan and budget in concert with appropriate staff and senior management that encompasses the sales and retention of all of our various ticket buying customers
- Effectively manage various group assets / experiences in order to maximize group ticket sales at all home games
- Prepare timely and accurate sales reports that monitor the progress of the ticket sales team both individually and collectively and insures that we maintain proper sales pacing to meet the goals set forth
- Work with members of senior management team to manage relationships with outside vendors and corporate partners related to the sale of group tickets and party suite rentals
- Work closely with university athletic department marketing staff on ticket sales promotions as it relates to driving ticket sales revenue
- Work closely with Database Marketing Manager on CRM / Database initiatives including data collection, analytics and marketing directly related to generating incremental group sales revenue

Qualifications

- Bachelor's Degree in Sports Administration or business field

- Minimum of three (3) years experience working in sales with collegiate and/or professional sports team and at least two (2) years of experience working in a ticket sales management role
- Superior communication skills, collaborative with strong leadership and interpersonal skills
- Results oriented leader with proven ability to motivate people and maximize revenue production
- Proven track record in ticket sales – in terms of both personal accomplishments and leading successful sales teams
- Must be enthusiastic, creative and able to think both strategically and tactically
- Ability to work in a dynamic, high paced environment
- Ability to handle multiple tasks at one time
- Highest level of personal and professional integrity and ethics
- Strong customer service skills
- Demonstrated proficiency in Microsoft Office Suite
- Experience working with Paciolan and Ticketmaster/Archtics ticketing systems preferred
- Experience working with CRM systems such as ACT, Goldmine, Salesforce.com, Microsoft CRM, etc.
- Willingness and ability to work long hours, including holidays and weekends as required