

## **Ticket Sales Representative - Ticket Sales Program**

**JOB TITLE:** Ticket Sales Representative

**DEPARTMENT:** Ticket Sales - Marquee 360

**REPORTS TO:** Manager, Ticket Sales

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

The Ticket Sales Program provides sales representatives with strong foundational skills in B2C ticket sales and conversion along with an understanding of the various systems that are critical to success in sports sales. Ticket Sales Representatives will specialize in the conversion of the Cubs Season Ticket Holder Waiting List, as well as Ticket Packs, Group Tickets and Special Ticket Offers. The Ticket Sales Representative role is an entry-level, 12-month position responsible for proactively converting sales associated with these products.

### **TENTATIVE INTERVIEW & HIRING TIMELINE**

- Interviews with qualified candidates are anticipated to begin in late May. Targeting a start date of August 1, 2022.
- No relocation assistance will be provided

### **RESPONSIBILITIES**

- Engage with members at the top of the Cubs Season Ticket Holder Waiting List to sell new season tickets for the 2023 season
- Proactively renew and convert sales for past Group Ticket and Ticket Pack buyers
- Maximize revenue resulting from new inbound sales leads
- Create relationships and execute sales for various Special Ticket Offers including Scout Night, Youth Baseball, and Healthcare Appreciation Night, among others
- Communicate with an array of past and prospective ticket buyers through phone, email, and text
- Meet or exceed all operational and revenue targets

### **REQUIRED QUALIFICATIONS**

- 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

### **PREFERRED QUALIFICATIONS**

- Less than one year of post-graduate work experience
- Prior exposure and experience within the sales industry
- Proven ability to multi-task and manage projects on strict deadlines
- Proficiency with Microsoft Office suite

**Response Expectations:**

Due to the overwhelming number of applications we receive, we unfortunately may not be able to respond in person to each applicant. However, we can assure you that you will receive an email confirmation when you apply as well as additional email notifications whether you are selected to move forward for the position or not. Please note, we keep all resumes on file and will contact you should we wish to schedule an interview with you.

***The Chicago Cubs and its affiliates are an Equal Opportunity Employer committed to inclusion and employing a diverse workforce. All applicants will receive consideration without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, veteran status, disability, or other legally protected characteristics.***