

Ticketing & Event Operations Associate (Spring Training)

JOB TITLE: Ticketing & Event Operations Associate (Spring Training)

DEPARTMENT: Spring Training Operations

REPORTS TO: Director, Ticketing & Business Operations and Manager, Fan Experience

FLSA STATUS: Non-exempt

LOCATION: Mesa, AZ

ROLE

The Chicago Cubs organization is looking for motivated and career driven individuals to sell tickets and put on a best-in-class fan experience through event execution to games at Sloan Park, the Cubs spring training facility, in Mesa, Arizona. The Ticketing and Event Operations Associate is an entry level full time, seasonal position (September – March). The position focuses primarily on ticket sales but does have some event operations responsibilities. The ticketing portion will focus on selling and servicing season, group, and individual ticket buyers. The event operation portion will focus on gameday setup, sponsorship activation, and customer service problem resolution. This seasonal position is a great opportunity to build your sales and operations career within the sports industry.

TENTATIVE HIRING TIMELINE

Target start date: September 8, 2022

Target end date: March 31, 2023

No relocation assistance will be provided

RESPONSIBILITIES

- Research, prospect and establish leads via direct phone contact, networking, and industry events.
- Meet or exceed weekly and monthly sales goals. These goals include team goals related to the successful sale of the party deck and overall sales for the Spring Training games.
- Provide superior customer service and responsive follow-up to clients, existing ticket holders, prospects and single game customers before, after and during the game.
- Build relationships with clients and keep accurate records in Salesforce
- Attend all Spring Training home games and assist with game day responsibilities. This can include managing logistics of the party deck, rooftop, and other group outings.
- Work other events at Sloan Park during the season.
- Track sponsorship activation and ticket usage; help prepare spaces for activation.

REQUIRED QUALIFICATIONS

- Bachelor's degree from an accredited college or university.
- Demonstrated ability to effectively manage multiple initiatives simultaneously.
- Demonstrated customer service skills.
- Effective communication skills, both written and oral.
- Highly motivated with a desire to meet and exceed stipulated goals.
- Demonstrated passion for baseball and personal drive to grow within the organization.
- Must be available to work September through end of March.

- Ability to work non-standard work hours with variable schedule, to include nights, weekends, and holidays.

PREFERRED QUALIFICATIONS

- 1 – 2 years prior sales or customer service experience.
- Experience using Pro Venue ticketing system.

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.