

Description

The five-time Stanley Cup Champions, the Pittsburgh Penguins, are searching for driven, positive, passionate, and *highly energetic* Inside Sales Representatives to join our **January 2024 class**.

With a proven track record of industry success among our current ticket sales and service leadership team, the role of the IS Representative will benefit from an in-depth training and development program with promotional opportunities into a full-time sales position.

The ideal candidate will be an upcoming Fall 2023, or recent college graduate looking to break into an entry-level sports sale's role. This role will report directly to the Manager of Inside Sales and is a 10-12-month sales program generating revenue across all platforms (hockey memberships, hockey + event memberships) for the Pittsburgh Penguins organization.

Essential Duties and Responsibilities

- Meet or exceed 100 outbound sales calls per day through assigned leads and campaigns
- Complete 3-5 face to face appointments per week with new prospects
- Responsible for selling hockey full season, partial season ticket plans and group ticket packages

- Additional opportunities to sell packages for concert/events at PPG Paints Arena
- Meet or exceed weekly and monthly sales goals
- Maintain computerized records of all-season ticket customers and prospects with our CRM system
- Game night and weekend duties as assigned (visit clients, works sales table, etc.)
- Assist with select-a-seat events
- Assist with customer service efforts
- Attend weekly and monthly training and role-playing development with IS Manager
- Provide excellent customer service and positively reflect the Pittsburgh Penguins brand
- Perform all other duties as assigned by Management

Required Skills, Experience and Abilities

To perform the job successfully, you should possess the following competencies and characteristics:

- Bachelor's degree from an accredited college or university in Business, Sports Management, Marketing, Communications or related field(s)
- Available and able to work in a non-traditional work environment with **dynamic hours**: nights, holidays, weekends, all hockey games + PPG Paints Arena Events/Concerts

- Positive attitude, openness to learning, work ethic, coachable and possess leadership traits
- Flexibility to adapt to a frequently changing work environment
- Ability to work and deliver in a highly competitive environment
- Able to meet deadlines and daily, weekly, and monthly goals assigned by IS Manager
- Excellent communication skills including written and verbal; ability to present ideas clearly and concisely
- Interpersonal skills – ability to maintain confidentiality, listens to others, and willingness to try new ideas
- Presents self in professional manner representing the Pittsburgh Penguins organization at all times
- Has the ability to interact with all levels of the organization and outside contacts and maintain the highest level of confidentiality

We believe that a diverse team is vital to building the world's best sports ticketing team. Thus, we strongly encourage you to apply if you identify with any underrepresented community across race, ethnicity, gender, sexual orientation, veteran status, or disability. We are committed to creating an inclusive environment where all of our employees are enabled and empowered to succeed and thrive.