



Take your career to the **Next Level** with the Toronto Blue Jays

Are you interested in joining our Ticketing team? This is your chance!

The Toronto Blue Jays are looking for a Manager, Premium Service

Duties:

Achieve Business Objectives

- Leading the Premium Service team to achieve/exceed annual financial targets for all premium ticketing products including luxury suite leases, rentals & all premium clubs.
- Providing ongoing support throughout the renewal period and entire year to optimize performance and results
- Delivering exceptional customer service including building relationships and managing client escalations to provide value, establish trust and support customer retention.
- Collaborating and liaise with internal groups (i.e. Fan Experience) and partners (i.e. F&B provider) to deliver world class experiences throughout the calendar year.
- Establishing organizational policies and procedures in relation to premium sales, service and retention
- May be required to work with the marketing department to understand and communicate marketing messages to existing customers, prospects, general public and staff.

Build, Lead & Develop a High Performing Team

- Recruiting, hiring, onboarding, training and developing a diverse and growing premium service team.
- Sales leadership and supporting various special events and programs as needed.
- Motivating and inspiring your team to deliver business results while maintaining an inclusive, collaborative and fun culture aligned with the Blue Jays CLEAR values of Collaboration, Learning, Empowerment, Achievement, Respect.
- Establishing structured programs that foster personal and professional growth including personalized development plans and a regular feedback cadence.

Process, Measurement & Reporting

- Partnering with internal stakeholders and external vendors to drive continuous improvement of customer experience, department operations and profit generation.
- Developing and implement transparent performance measurement tools focused on both quantitative results and behaviours.
- Preparing financial updates, forecasts and projections to be used by the executive leadership team.
- Preparing and execute departmental fiscal plans and budgets.

Strategic Direction & Programs

- Developing short, medium and long-term retention strategies based on a combination of data and experience driven intuition.
- Supporting the development of the Premium Sales and Service department vision and strategy.
- Building premium customer communication plans
- Providing input on the development of new premium products including pricing, positioning, value proposition, incentives, timing, service & retention strategies as part of a major stadium renovation to enhance the premium product mix.
- Other projects and duties as assigned.

Requirements:

- Minimum 5 years' experience in premium sales and services
- Experience in a similar role advising on the renovation and creation of new spaces for premium customers in a Major League Baseball (MLB) stadium
- Experience designing, developing, and executing premium service and retention strategies for an MLB franchise
- Proven success leading and motivating a high performing retention team to consistently achieve targets
- Demonstrated success as a leader with a passion to build and lead a highly successful team while developing and maintaining a winning culture, including experience hiring, onboarding, and training
- A Service mindset and passion for creating memorable experiences
- Excellent verbal and written communication skills; able to interface with all levels of the organization and various types of customers including C-suite and administrators
- Natural collaborator who works well cross-functionally and in a team environment
- Excellent judgment and diplomacy in handling customer service issues
- Ability to manage both client service and retention and the development of their staff
- Proven success retaining premium customers in professional sports
- Experience planning and managing both a revenue retention plan and operating budget while demonstrating fiscal responsibility

Not required, but beneficial:

- Knowledge of Ticketmaster/Archtics is an asset
- Familiarity with CRM platforms (Salesforce) is an asset

Applicants must be legally eligible to work in Canada or obtain a work permit within 3 months of hire. If you have questions, please reach out to Emma Veltri at tbj.careers@bluejays.com