



Detroit Tigers

**Position Summary:**

The Account Executive, Client Services role is a full-time benefited position with a primary focus on season membership renewals, plus generating new sales opportunities through developing strong relationships with 1901 Society members, asking for referrals and developing new business prospects. The Tigers seek highly motivated, coachable, competitive, and professional individuals for this position who have a passion for sales. The Tigers support career growth through investing in continued education, training, mentorship, and hands on experience.

Essential Functions:**Non-Game Day Duties**

- Meet or exceed annual goals
- Set a minimum of five appointments per week
- Provide excellent customer service to current and potential members over the phone and in person
- Maintain accurate and detailed records of all current members with our CRM system
- Inviting current members and prospects to renewal/networking events
- Developing and growing relationships with current members
- Growing the base of our current Season Ticket Member accounts
- Outbound call campaign to all current members
- Assist Account Executives with Season Ticket Members customer service issues
- Responsible for working Season Ticket Member events
- Answer Season Ticket Member emails and handle member complaints
- Coordinate the process of receiving and tracking all the member complaints and questions

Game Day and Event Duties

- Responsible for working the Season Ticket Member areas at Comerica Park
- First line of escalated customer service challenges and complaints, makes decisions, and further escalates situations as needed
- Coordinates and assist with Game Day Season Ticket Member activities
- Make in-game seat visits
- Work closely with the Guest Services Staff to ensure great customer experiences
- Responsible for working all events at Comerica Park as scheduled
- Responsible for working all Tigers Season Ticket Member events

Qualifications & Requirements:

- Bachelor's degree from an accredited college or university
- Strong organizational, time-management, verbal and written communication, and problem-solving skills
- Ability to function in a fast-paced environment, handle multiple projects simultaneously and adhere to deadlines
- Coachable and possess a positive attitude
- Comfortable making cold calls on the phone
- Ability to maintain a flexible work schedule (holidays, weekends, evenings)
- Comfortable making face to face sales presentations
- Highly self-motivated and have a desire to excel in sales
- Deliver exemplary customer service

Suggested Education & Experience Guidelines:

- A minimum of (1) one year of successful sales and service experience in related field
- Proficient computer skills including Microsoft Office
- Experience with Tickets.com ProVenue (ticketing system) and Microsoft Dynamics 365 a plus