



Pittsburgh Pirates Job Description

Title

Manager, Inside Sales

Department

Ticket Sales and Service

The Pirates Why

The Pittsburgh Pirates are a storied franchise in Major League Baseball who are reinventing themselves on every level. Boldly and relentlessly pursuing excellence by:

- purposefully developing a player and people-centered culture;
- deeply connecting with our fans, partners, and colleagues;
- passionately creating lifetime memories for generations of families and friends; and
- meaningfully impacting our communities and the game of baseball.

At the Pirates, we believe in the power of a diverse workforce and strive to create an inclusive culture centered in Passion, Innovation, Respect, Accountability, Teamwork, Empathy, and Service.

Job Summary

The Manager, Inside Sales is responsible for generating maximum revenue for the Pittsburgh Pirates through the management of Sales Associates. This incumbent plays an instrumental role in recruiting, hiring, training and developing Sales Associates. The Manager, Inside Sales will exemplify the North Star and will be proactive in seeking out ways to represent it in his/her day-to-day work.

Responsibilities

Primary:

- 1) Oversee the development and revenue goals of Sales Associate team.
- 2) Recruit, hire, train and develop Pirates Sales Associates with the focus of generating, maintaining and increasing new sales revenue from season and group ticket pages.
- 3) Monitor, manage and evaluate individual and team performance on an ongoing basis; inclusive of individual coaching sessions, weekly meetings and monthly review process.
- 4) Provide appropriate feedback and direction to Sales Associates to support each team member in their professional growth journey.
- 5) Develop and implement department training strategy, scripts, policies and procedures.
- 6) Collaborate with Senior Director, Ticket Sales & Service to develop strategic call campaigns and opportunities for new sales.
- 7) Assist Sales Associates in resolution of concerns/issues related to new sales.
- 8) Support Sales Associates with sales process and sales opportunities, inclusive of face-to-face appointments.
- 9) Develop and implement an engaging in-game sales strategy to generate new leads.
- 10) Engage with local college university sports management leaders to create strong funnel of top talent for sales associate programming.
- 11) Participate in sales recruitment events during the calendar year in an effort to identify non-market candidates.
- 12) Continuously network with industry peers to understand best practices and position the Pirates to consistently challenge the status quo.
- 13) Manage outbound sales call campaigns for new business categories through CRM tool and sales reports, tracking ROI and lead management.
- 14) All other duties as assigned by the Senior Director, Ticket Sales & Service.

Secondary:

- 1) Model leadership in both work ethic and sales results.

Success Factors

Demonstrate commitment to teamwork and team synergy and ability to adhere to company policies and procedures
Ability to meet tight deadlines and work well under pressure
Strong organizational skills, time management skills and attention to detail
Self-confident, resilient and possess a high energy level
Ability to clearly and effectively explain the sales process.

Strong verbal and written communication skills
Ability to take direction without follow up
Ability to maintain confidentiality and discretion
Exhibit good judgment and decision-making skills
Willingness to work a flexible schedule based on the changing priorities of the department
Strong interpersonal skills
Proven track record of being a team leader in both work ethic and sales results

Qualifications

Required:

- 1) Bachelor's Degree in Business Administration or equivalent experience.
- 2) Minimum of two (2) years of sales experience.
- 3) Track record of success as high performer in sales.
- 4) Proficient in Microsoft Office Applications.

Desired:

- 1) Experience within a professional sports environment.
- 2) Training and recruiting experience.
- 3) Proficiency in CRM or Tickets.com software systems.

Physical Requirements

Telephone Use
Computer Use

Data Entry
Occasional lifting up to 25 lbs.
Occasional Travel for Recruiting Events