



**TITLE:** Account Specialist, Business Membership Services

**DEPARTMENT:** Membership Services

**REPORTS TO:** Senior Manager, Membership Services

**SUPERVISES:** N/A

**STATUS:** Full-Time, Non-Exempt

**JOB SUMMARY:**

The *Account Specialist, Business Membership Services* is primarily responsible for maintaining organization of designated Business Member accounts, while working towards team renewal and sales goals. This position requires strong customer services skills to maintain key client relationships.

**DUTIES & RESPONSIBILITIES:**

- Serves as the primary point person within the organization for an assigned book of Business accounts. Handles all questions, requests, problems, and complaints from the assigned group of Business Members in an exceptionally courteous, efficient, and timely manner
- Meets or exceeds renewal rate goals set forth each season by providing exceptional service to each Member
- Responsible for meeting and exceeding annual new sales revenue goals through selling Premium Membership, Groups & Hospitality and Suites
- Encourages Business Members to upgrade their plans and/or add seats to their accounts when purchase patterns indicate a potential benefit to the Member
- Organize and attend networking events to grow assigned Business Member book
- Maintains thorough knowledge of Membership benefits, policies, procedures, and processes
- Makes appropriate and proactive efforts to personally contact (by phone or in person) all assigned Members as assigned by Senior Manager
- Maintains good knowledge of the work of other internal departments as it relates to Business Members and be proactive in finding opportunities to increase knowledge and familiarity of Business Members throughout the organization
- Reviews account information on the ticketing system to make sure it is up-to-date, accurate and complete. Makes changes and/or obtains additional information when needed to apply to the account
- Makes recommendations and/or alerts management if an account is having a negative effect on the company or other valuable customers, such as chronic collection, behavioral or account management issues
- Collaborates with other departments within the organization to strategically create positive publicity for the Club
- Represents the Club in a positive and professional manner at all times
- Other duties as assigned

**JOB REQUIREMENTS:** Must meet the following minimum requirements:

- 4-year bachelor's degree preferably in Business, Sports Management or related field; minimum 1 year previous experience in ticketing services; or varying combinations of this education and work experience.



- Minimum 1 year of customer/guest service or sales experience in a fast-paced, high-pressure environment, preferably in a ticket services environment. Strong customer service skills and ability to respond and resolve all customer concerns
- Proficient computer skills in Microsoft Office including Word, Excel, Access, and Outlook. Experience in—or ability to quickly learn—CRM and Ticketmaster
- General knowledge of office skills, use of office equipment (copier, laser printers, fax machine, telephones, computers), and ticket office equipment (TTY equipment for the hearing impaired, ticket counter, money counter and credit card draft capture equipment)
- Strong collaboration, communication, time management and organizational skills. Proven ability to multi-task and manage projects on strict deadlines
- Excellent written and verbal communication skills. Proven ability to correctly use punctuation and grammar
- Fluently bilingual in English/Spanish a plus
- Possess high degree of discretion, integrity, professionalism, and accountability
- Consistent, punctual, and regular attendance
- Professional image and demeanor
- Strong ability to work with others in a collaborative, team environment
- Able to work flexible hours including evenings, weekends, holidays, and overtime as needed
- Minimum physical requirements: able to travel to and gain access to various areas of the ballpark for prolonged periods of time during games and events; able to lift and transport up to 25 pounds
- As a condition of employment, the job candidate(s) must successfully complete a post-offer, pre-employment background check, drug screen and provide proof of full COVID-19 vaccination (at least 14 days have passed since receiving final dose of vaccine)

**The San Diego Padres are an Equal Opportunity Employer.**