



POSITION OVERVIEW

The Account Manager, Membership Services is responsible for providing a wide range of confidential and administrative support to Season Ticket holder's accounts as well as providing exceptional service. Position will interact with vendors, clients, and internal departments to fulfill Season Ticket holder requests and obligations. Position will also assist with renewal process for all Season Ticket holders. The Account Manager, Membership Services position will work independently on assignments and must be able to interface with all levels of the company.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serve as primary liaison between season ticket holders and organization/arena providing exceptional customer service.
- Interact daily with fans and guests in person, via e-mail and other communication mediums to successfully share and receive information with fans.
- Responsible for the renewal of season ticket holder's accounts.
- Assist in securing payments from season ticket holders and other ticket packages.
- Process season ticket holder additional ticket requests as needed.
- Assist with event planning and coordination of sales/services related events.
- Perform "game day" responsibilities, including entertaining clients and fulfilling season ticket holder requests.
- Compile and report to upper management information regarding interests/concerns of patrons and provide feedback to address those interests/concerns.
- Work with sales team on all assigned accounts.
- Perform administrative functions as needed.
- Create and maintain service/renewal reports.
- Update and maintain season ticket holder information in company database.
- Other duties as assigned by manager.

REQUIRED SKILLS, EXPERIENCE, AND ABILITIES

(To perform the job successfully, the candidate should demonstrate the following competencies to perform the essential functions of this job.)

- Bachelor's degree from an accredited college or university required in Sports Administration, Business, or a related field.
- One year experience in a customer service role.
- Maintain high level of confidentiality at all times.
- Presents self in a professional manner and has the ability to interact with all levels of the organization and outside contacts.
- Interpersonal skills – ability to maintain confidentiality, listens to others, and willing to try new things.
- Team Player.
- Ability to work in a fast-paced environment.
- Proficiency in all Microsoft Office Programs, Excel, Powerpoint.
- Demonstrates leadership skills.
- Excellent communication skills including written and verbal; ability to express ideas clearly and concisely.
- Strong organizational skills.
- Adaptability and flexibility – adapts to changes in the work environment, manages competing demands and is able to handle frequent changes.
- Dependability.
- Ability to work irregular and long work hours.
- Required to attend all home games.
- Organized, can prioritize work activities, uses time efficiently.
- Detail oriented.
- Ability to multi-task.
- Working knowledge of Ticketmaster.