



Job Summary: The Account Executive, Group Sales is responsible for driving sales of group tickets by focusing on and developing assigned categories through relationship building and first-class customer service.

Key Responsibilities:

- Meet or exceed specified group sales goals.
- Actively research and prospect new sales leads to sell all Detroit Tigers ticket packages including but not limited to group tickets, membership plans, premium seating & fan experiences.
- Establish, promote, and maintain relationships with group clients.
- Meet or exceed a minimum of 60-70 outgoing cold calls per day in an effort to generate new business.
- Set a minimum of 10 face-to-face appointments per week in an effort to generate new business.
- Create opportunities for new business with existing customers, such as tours, theme nights, pre- and post-event receptions.
- Handle all incoming calls from sales prospects.
- Process ticket orders in a timely and efficient manner.
- Provide first-class customer service to generate new clients and sales revenue, as well as repeat business and referrals.
- Ensure timely collection of payments, monitor ticket fulfillment and maintain detailed records on purchase history.
- Perform assigned game day responsibilities such as attending games to develop an understanding of events, meet new and key clients to ensure they have a positive experience, as well as participate in any promotions or appointments as requested.
- Maintain and submit accurate daily, weekly and month reports on sales activity.

Supplemental Job Functions: Perform other duties and responsibilities as assigned.

Minimum Knowledge, Skills and Abilities:

- Bachelor's degree in business, marketing, communications or related field.
- Minimum two years sales experience preferably in a group sales role.
- Knowledge of sports and entertainment industry.
- Possess the highest integrity and ethical standards.
- Effective verbal and written communication skills.
- Demonstrated ability to formulate solutions and resolve issues in a timely manner.
- Exceptional organizational skills with an ability to multitask and maintain deadlines in a high-paced environment.
- Must possess knowledge of all Microsoft applications such as Word, Excel, and PowerPoint.

- Strong attention to detail and accuracy with high standards for quality; ability to keep accurate and detailed records.
- Excellent phone etiquette and Professional demeanor.
- Ability to work long or unpredictable hours on weekdays, weekends, and holidays as needed.
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Preferred Knowledge, skills and abilities:

- Knowledge and previous use of classic Ticketmaster, CRM Database and ProVenue preferred, but not necessary.
- Knowledge of sports and entertainment industry.

Working Conditions:

- Irregular and extended hours including nights, weekends, and holidays.
- Exposure to high noise level.
- Frequent visual/auditory attention.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, sexual orientation, age, disability, gender identity, marital or veteran status, or any other protected class.