



**Job Title:** Account Executive, Season Ticket Member Service

**Reports to:** Manager of Season Ticket Service

**Department:** Ticketing

**About FC Cincinnati:**

FC Cincinnati is a Major League Soccer team playing at TQL Stadium in Cincinnati, Ohio. Originally founded in 2015 by Lindner III and current president Jeff Berding, FCC began play in the United Soccer League (USL) in 2016. FCC entered MLS as the 24th team in 2019. The club's wide and diverse ownership group is led by controlling owner Carl H. Lindner III; as well as managing owners Meg Whitman and Dr. Griff Harsh; Scott Farmer; and George Joseph. FC Cincinnati opened the Club's privately funded, 26,000-seat soccer-specific TQL Stadium in the West End neighborhood of Cincinnati in 2021, a venue which has won numerous global awards including the World Football Summit Best Venue 2022 in Madrid and the 2022 Prix Versailles World Title in the Sports Category in Paris, France. The club earned its first MLS Cup Playoffs berth in 2022, advancing to the Eastern Conference semifinal as the no. 5 seed. The club won the 2018 USL Regular-Season Championship in record-setting fashion and earned postseason berths in all three of its USL seasons. In 2017, FC Cincinnati also advanced to the semifinals of the Lamar Hunt U.S. Open Cup, a run that included victories over two MLS squads.

**About TQL Stadium:**

TQL Stadium, home of FC Cincinnati, is one of the most ambitious soccer-specific stadiums in not only North America, but the world. Critically acclaimed firm Populous designed an innovative and forward-thinking stadium that will be one of the largest soccer-specific facilities in Major League Soccer. The \$250 million, privately funded stadium will have a 26,000 capacity, with the closest seats within 15 feet of the field. The design includes 53 traditional suites and 4,500 premium seats throughout four premium club spaces. Additionally, the team's famous supporters' section, The Bailey, will grow to be more than 3,100 strong and loom over opponents at a 34-degree angle at the stadium's north end. A 360-degree canopy roof covers every seat in the stadium, but still allows sufficient sun in to grow a natural grass field. The stadium has five team locker rooms, including a comprehensive team suite for FC Cincinnati that features a dressing room, coach's offices, lounge, equipment storage and the Mercy Health Center of Excellence for the team's medical and game day fitness needs. TQL Stadium meets all current requirements to host CONCACAF and FIFA events, featuring top national teams from around the world, including the U.S. Men's and Women's National Teams, as well as the world's top club teams for friendlies.

**Position Summary:**

FC Cincinnati is searching for an Account Executive, Season Ticket Member Service who will serve as an integral part of the sales and ticketing staff with a primary focus of supporting season ticket sales through season ticket member retention. This position will support all areas of sales and ticketing and will report to the Manager of Season Ticket Service.

**Primary Responsibilities:**

- Collaborate with a team of an existing team of Account Executives
- Primary individual focus of engaging designated FCC season ticket holders with the goal of retention through highest standards of customer service

- Engagement would include phone calls, personal visits, and one-on-one interactions through the course of the year. Position will be evaluated on designated sales, retention and membership goals on annual basis
- Assist in the development and execution of stewardship programming, events and rewards for season ticket holders and prospects
- Make recommendations for policies and procedures to improve processes for FCC ticket operations
- Assist in the day-to-day sales of group tickets, mini plans, new season tickets, and individual tickets
- Work closely with Marketing and Communications in all aspects of ticket sales initiatives, sales plans, priority seating, promotional activities, and other responsibilities as assigned
- Assist in the coordination and execution of face-to-face meetings for seat selection at TQL Stadium.
- Develop stewardship plan for all home FCC matches focused on season ticket holder recognitions, stewardship, and retention

**Skill Requirements:**

- “Make it happen” attitude
- Ability to develop productive and effective relationships both internally and externally
- Excellent verbal and written communication skills
- Excellent sales and customer service skills with proven negotiation skills
- Excellent organizational skills and attention to detail
- Strong ability to multi-task in a fast-paced working environment
- Strong team philosophy; proven ability to work positively, collaboratively and professionally within a team and across an organization

**Qualifications & Education Requirements:**

- High School Diploma required
- Bachelor’s degree in Business, Business or Sports Administration, or related field preferred
- 2+ years of comparable work experience in customer service, inside phone sales, or related experience required
- Strong computer skills including proficiency in Microsoft Office Suite
- Must be fully vaccinated for COVID-19 and provide verification of vaccination prior to start date
- Ability to work outside of regular business hours including but not limited to weekends and holidays as required by the FCC game schedule, special events, and projects

*FC Cincinnati is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.*

*Please apply through [TeamworkOnline.com](https://www.teamworkonline.com) and include your resume and salary requirements. Please indicate if you are a West End neighborhood, Cincinnati, OH resident.*