



## BSE GLOBAL ROLE SPECIFICATION

**Job Title:** Account Manager, Membership Services

**Department:** Membership Services

**Reports to:** Sr. Manager, Membership Services

**Effective Date:**

### SUMMARY

BSE Global (“BSE”), parent company of the Brooklyn Nets, Barclays Center and Growth Properties; is a multifaceted sports and entertainment business that brings people together to experience music, sports, and culture through our teams and venue. Through these experiences and in our workplace, we strive to elevate our business, grow our fan base, and cultivate a community anchored in belonging and inclusion in every aspect, on and off the court.

The Brooklyn Nets Membership Services team is comprised of goal-driven, high motor professionals focused on building relationships with season ticket members belonging to companies, organizations, and individuals in the tristate area. This department plays a pivotal role in one of the company’s missions: We Create Memories. Be part of the fun and fast-paced team behind every single cheer!

The Account Manager, Membership Services is responsible for providing elite client service to all current and new season ticket members allowing the organization to facilitate high levels of revenue generation and client retention.

Brooklyn Nets, LLC is an **Equal Opportunity Employer** (EOE).

### JOB DESCRIPTION – WHAT YOU’LL DO:

- Provides exceptional client service by attentively listening and comprehending the needs of Season Ticket Members;
- Solicits and sells products and packages to new businesses, while also exploring opportunities to generate additional sales and revenue by up-selling current Season Ticket Members;
- Makes sales calls and schedules face-to-face appointments to discuss accounts and promptly follows up with the appropriate action to move the sales process forward;

- Demonstrates the necessary ability and drive to not only meet, but exceed team and personal revenue goals;
- Possesses a thorough knowledge of Barclays Center services and Season Ticket Member benefits;
- Participates and assists with Season Ticket Members' needs and department events;
- Retains and renews Season Ticket Members' accounts in their specified arena seating zone;
- Assists with the Season Ticket Members' upgrade process;
- Assists with game night operations in all hospitality areas
- Coordinates with internal departments to ensure the quality of the overall Season Ticket Member experience is excellent;
- Informs and updates management immediately if there are problems or unusual matters of significance that may require corrective action regarding Season Ticket Members;
- Handles and resolves all client complaints;

#### **CANDIDATE PROFILE – WHO YOU ARE:**

- Bachelor's degree required;
- 2-4 years of experience working in sales and/or client service (preferably for a professional sport franchise);
- Proven track record of successful sales experience required
- Outstanding client service and interpersonal communication skills
- Displays competencies in face-to-face presentations and event selling
- Must have experience working with database applications
- Proficient with Microsoft Suite and related softwares;
- Extensive sales prospecting-by-phone, cold-calling experience;
- Keen attention to detail, strong conflict resolution, problem solving and decision-making skills
- Flexible and reliable standout colleague, always acting in the best interest of their department and the company as a whole
- Ability to create and maintain productive, positive relationships through strong communication and interpersonal skills
- Demonstrates a strong ability to manage one's own time and prioritize tasks when given clearly defined goals and objectives;

#### **Travel Requirements**

May be required to travel on rare occasions (<5% travel); trips may require air travel and/or overnight stay for one or more nights.

#### **Work Environment**

Works primarily in an office environment but is expected to attend Brooklyn Nets games and other events on evenings, weekends and holidays.