

Account Executive -Ticket Sales, Service and Retention

Position Information

Position Information

A Message from the University

All University of Notre Dame faculty and staff are required to be vaccinated against COVID-19 and provide verification of full vaccination. Faculty and staff may apply for an exemption from the vaccination requirement for medical, religious, or other strongly held beliefs. Those granted an exemption must participate in weekly surveillance testing and continue to mask indoors while on campus. [FAQ](#)

Job Title

Account Executive -Ticket Sales, Service and Retention

Job Description

Notre Dame Athletics is committed to building a diverse workforce passionate about maximizing the student-athlete experience. Our pillars of Education; Excellence; Faith; Tradition; and Community guide us in the work we do each day. We are eager to attract, recruit, and retain individuals who positively contribute to a collaborative, inclusive working environment where all may thrive.

Building on the University's Spirit of Inclusion, we are committed to the work needed to cultivate sustainable progress and change. As a prospective member of [Notre Dame Athletics](#), we encourage you to apply if you embrace, embody, and demonstrate a commitment to the aforementioned values.

As a member of the Notre Dame Athletics Sales, Service and Retention team the Account Executive is primarily responsible for driving revenue and achieving pre-determined sales goals around securing and retaining football, men's and women's basketball and hockey ticket and hospitality revenue including but not limited to season tickets, community clubs, full and partial season memberships, hospitality packages, VIP experiences, incremental events and group ticket packages. We are seeking an experienced team member with a positive, results-oriented approach to collegiate ticket sales, who can communicate clearly across all platforms and work diligently and independently to identify and secure new. This position is responsible for a book of 500+ clients and will be expected to generate hundreds of thousands of dollars in sales annually.

- Responsible for offering a full menu of seating and ticket opportunities for Notre Dame football, men's basketball, women's basketball and hockey ticket packages. Identify and manage a portfolio of 500+ season ticket members, group and individual ticket purchasers with a specific interest and affiliation with Notre Dame athletics.
- Execute outbound sales calls on all potential customers through prospecting, cold calling and referrals from existing customers. The candidate will be accountable for certain levels of activity (calls made/appointments set) and for achieving pre-determined sales goals. Using primarily online digital strategies, in addition to phone and in-person outreach, the candidate will be required to cultivate the ticket members' relationship with Notre Dame athletics.
- Assist with managing and stewarding existing season ticket members. Serve as a main point of contact for general ticket inquiries that come through inbound phone calls, email and social media. Work in conjunction with Notre Dame's ticketing staff to promote and generate sales on all events while providing a great fan experience.
- Effectively use Salesforce/CRM to maintain accurate records of all clients and prospect interactions. Assist with managing and stewarding existing commitments and payments from season ticket members.

#LI-SH1

Minimum Qualifications

- Bachelor's degree (business, marketing or communications preferred)
- 1 to 2 years experience
- Prior experience working in professional, collegiate or entertainment industry is a plus
- Excellent relationship building and interpersonal skills, with the ability to interact comfortably and effectively with internal and external customers
- Ability to work in a fast-paced environment and manage multiple tasks simultaneously
- Ability to handle heavy volume of outbound and inbound calls and emails
- Excellent interpersonal written and verbal communication skills
- Proficient in software programs including Salesforce/CRM and Paciolan
- Strong time management and organizational skills with an attention to detail
- Ability to work collaboratively in a team-oriented, "team-first" environment
- Competitive desire to be the best
- Must be willing to work non-traditional hours including nights, weekends and holidays

Preferred Qualifications

Special Instructions to Applicants	Hiring for 3 positions
Department	Sales, Service and Retention (11001)
Department Website	und.com
Family / Sub-Family	General Admin / Ticketing
Career Stream/Level	EIC 1 Associate
Department Hiring Pay Range	Commensurate with experience
Pay ID	Semi-Monthly
FLSA Status	S1 - FT Exempt
Job Category	Athletics
Job Type	Full-time
Schedule: Days of Week & Hours	Monday – Friday; 8-5 pm, some nights and weekends
Schedule: Hours/Week	40
Schedule: # of months	12

Posting Detail Information

The University of Notre Dame seeks to attract, develop, and retain the highest quality faculty, staff and administration. The University is an Equal Opportunity Employer, and is committed to building a culturally diverse workplace. We strongly encourage applications from female and minority candidates and others that will enhance our community. Moreover, Notre Dame prohibits discrimination against veterans or disabled qualified individuals, and requires affirmative action by covered contractors to employ and advance veterans and qualified individuals with disabilities in compliance with 41 CFR 60-741.5(a) and 41 CFR 60-300.5(a).

Posting Detail Information

Job Posting Date (Campus)	05/05/2022
Job Posting Date (Public)	05/05/2022
Job Closing Date	05/19/2022
Posting Type	Open To All Applicants
Posting Number	S221630
Quick Link for Internal Postings	https://jobs.nd.edu/postings/25800

Supplemental Questions

Required fields are indicated with an asterisk (*).

Documents Needed to Apply

Required Documents

1. Resume

2. Cover Letter

Optional Documents