



## ***Senior Director, Premium Sales & Service***

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**Department:** Ticketing

**Supervisor:** Vice President, Ticket Sales & Services

**Location:** Citi Field; Flushing, NY

**Status:** Exempt

### **Summary:**

The Senior Director of Premium Sales & Service will serve as the strategic revenue-driving and retention lead for all Premium Seating initiatives for the New York Mets. The Senior Director will lead the strategy, execution, and leadership of all teams responsible for the acquisition and retention of premium members and suite lease clients.

### **Essential Duties & Responsibilities:**

- Provide overall leadership for Premium Sales and Premium Service teams for the New York Mets.
- Recruit, hire, develop and provide day to day oversight of all Premium Sales & Service Managers.
- Analyze success of Premium Seating product lines and adjust/create products to maximize long term sales and contracted revenue.
- Develop strategy to maximize all multi-year premium product revenue, including any new capital expenditure projects within the premium portfolio
- Manage relationship with our hospitality partner, Aramark, to ensure a world class premium experience for all premium seating and suite clientele.
- Develop pricing recommendations for multiyear premium products and partial plans.
- Provide sales staff with tools, marketing materials and resources to generate new business and retain current package holders, including developing personalized sales pitches.
- Provide leadership in negotiating new sales and renewals of multi-year suite lease agreements.
- Collaborate with key internal stakeholders including, but not limited to: Marketing, Business Intelligence, Partnerships, Venue Services
- Prepare and manage annual Premium Seating business plan and budget
- Work as part of the leadership to team to help manage the Mets CRM system including organizing leads, creating sales campaigns and measuring results
- Develop recommendations for ticket products, budget utilization and sales strategies with entire Ticket Sales and Services leadership team

### **Qualifications:**

- Bachelor's degree required
- 5+ years of ticket sales experience preferred
- 3 years of ticket sales leadership preferred
- Strong leadership and organizational skills
- Ability to function in fast-paced environment, handle multiple projects and adhere to deadlines
- Availability to work flexible hours including nights, weekends and holidays

*The above information is intended to describe the general nature, type and level of work to be performed. The information is not intended to be an exhaustive or complete list of all responsibilities, duties and skills required for this position. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. The individual selected may perform other related duties as assigned or requested.*