

CHICAGO CUBS POSITION DESCRIPTION

JOB TITLE: Account Manager, Corporate Partnerships
DEPARTMENT: Corporate Partnerships
REPORTS TO: Director, Corporate Partnership Account Management
FLSA STATUS: Exempt

ROLE

The Account Manager leads the service, contractual execution and day-to-day relationship management of large, strategic Corporate Partnerships through a solutions-based approach. With the support of the Corporate Partnership Activation team and department leadership, the Account Manager will be tasked with achieving the goals and objectives identified by the Corporate Partner while providing exceptional customer service.

RESPONSIBILITIES

- Achieve service satisfaction targets for the Chicago Cubs in assigned Corporate Partnerships while managing costs within budget
- Assist in the renewal of assigned corporate partner agreements as they expire including assessing the level at which renewal should be achieved and identifying at-risk partners early in sales process
- Uncover and document partners' key initiatives and priorities through interactions at appropriate levels of the assigned category/accounts.
- Act as the day-to-day client point of contact with assigned accounts
- Oversee and ensure execution of all contractual assets for assigned accounts
- Work in tandem with the Activation team in designing and delivering solutions that exceed Corporate Partner expectations
- Provide insights to partners that enable them to drive value and grow their business
- Work with the Activation Team to create new, sellable platforms as well as create best practices for use of Cubs IP in OOH brand extension pieces
- Develop and maintain a high level of partner satisfaction through consistent high quality interactions with partner leadership
- Execute smaller renewals in accordance with renewal strategy set forth by department leadership
- Proactively monitor and escalate service issues and anticipate needs
- Track accurate fulfillment and contact information, as well as reports pertaining to proposals, contracts, budgets, and other account details into CRM and other systems/dashboards

REQUIRED QUALIFICATIONS

- Bachelor's Degree from an accredited 4-year university
- 5 years' experience in a sports customer service role, either with a team or agency

- Prior corporate partnership experience, either with a team, property, or agency
- Proven rapid responsiveness, including proactive management between company/organization and client(s)
- Ability to energize, develop and build rapport at all levels within an organization
- Excellent interpersonal communication and presentation skills
- Ability to work collaboratively with a variety of highly motivated sales professionals
- Prior history of demonstrated sales success
- Ability to work a non-traditional schedule to include evenings, weekends, and holidays as needed

PREFERRED QUALIFICATIONS

- Experience closing & managing large, complex, strategic deals
- Deep knowledge and appreciation of the Chicago brand and history, along with general sports market and partnership & services offerings
- Ability to anticipate clients' needs and proactively find solutions
- Experience using tools such as Salesforce, Nielsen Sports, GumGum, Zoomph, SponsorUnited, etc.