



**Brief for the position of:  
Senior Manager, Membership  
Services**

**BSE GLOBAL ROLE SPECIFICATION**

**Job Title:** Senior Manager, Membership Services  
**Department:** Membership Services  
**Reports To:** Director, Membership Services

**SUMMARY**

BSE Global (“BSE”) 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 Senior Manager, Membership Services is responsible for day-to-day management of the Account Manager/Sr. Account Managers on the team who are responsible for all aspects of client retention, up-selling, cross-selling, and customer service with a goal of elevating the Season Ticket Member Experience. This role reports to the Director, Membership Services.

**JOB DESCRIPTION – WHAT YOU’LL DO:**

- Lead a team of Account Managers aligned around providing exceptional service and creating experiences to foster long term relationships with our season ticket members;
- Ensure the highest level of customer satisfaction within the Brooklyn Nets member base;
- Create and execute a strategic plan that includes creating service metrics and touchpoints, along with campaigns to find new members;
- Develop meaningful and impactful KPI’s for the Account Managers with the goal of increasing member engagement and increasing the membership base;
- Hold all Account Managers accountable to minimum standards of activity and engagement ensuring all aspects of the member experience are recorded properly in the Nets database (Salesforce);
- Propose creative ideas to the team that will enhance all aspects of the member experience, including developing new benefit programs, special events, and ways to exceed members’ expectations;
- Establish positive working relationships with colleagues at all levels;

- Work with the sales team in ensuring a smooth account transition process from point of sale to the Account Manager on the Membership Services team who will inherit and service the account;
- Assist with new sales & renewal efforts as needed;
- Assist in all Brooklyn Nets hospitality areas at Barclays Center;

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

- 3-5 years of experience working in sales and/or client service, preferably in ticket sales for a professional sports franchise
- Demonstrated track record of successfully achieving revenue targets
- Outstanding customer service, excellent communication skills and a high level of energy
- Strong organization skills with an ability to manage one's own time and prioritize tasks when given clearly defined goals and objectives
- Ability to identify problems, their sources, and their potential solutions while continuing to successfully conduct day-to-day operations without interruption
- High level of emotional intelligence, keen attention to detail, strong conflict resolution, solid judgment, and decision-making skills
- Excellent written and spoken communication and conflict resolution skills
- Ability to create and maintain productive, positive relationships through strong communication and interpersonal skills
- Previous Salesforce and Ticketing software experience
- Bachelor's degree required

#### **Travel Requirements**

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

#### **Work Environment**

The incumbent primarily works in an office environment, however, is expected to attend games and events which may take place on weekends and holidays.

*The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position.*

#### **Contact Information:**

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