



Director, Premium Services

Department: Ticketing

Supervisor: Senior Director, Premium Sales & Service

Location: Citi Field; Flushing, NY

Status: Exempt

Summary:

Oversee all initiatives related to the service and growth of premium accounts for the New York Mets and Citi Field. While managing the day-to-day activities of the Premium Service sales staff, this individual will also play a key role in establishing genuine relationships with our premium and corporate clientele ensuring the retention and long-term renewal efforts of such accounts.

Essential Duties & Responsibilities:

- Provide leadership for Premium Sales & Service initiatives, with an emphasis on retention efforts involving all premium seating areas.
- Recruit, hire, develop and provide day to day oversight of Premium Service Managers.
- Analyze success of Premium Seating product lines and adjust/create products to maximize long term sales
- Prepare and manage annual Premium Services business plan and budget in conjunction with the Senior Director of New Business Development
- Collaborate with leadership on premium plan and services fulfillment
- Work with Ticket Sales, Marketing, and MLB teams to create, update, and maintain collateral pieces
- Work as part of the leadership to team to help manage the Mets CRM system including organizing leads, creating sales campaigns and measuring results
- Provide oversight on the execution of Season Ticket holder touch point program among the Premium Service Managers.
- Explore new lead sources and make recommendations to expand the premium sales client base
- Develop recommendations for ticket products, budget utilization and sales strategies with entire Ticket Sales and Services leadership team
- Maintain relationships with key clients

Qualifications:

- Bachelor degree required
- Available to work game days in season with flexibility to work holidays, evenings and weekends
- 5 years of ticket sales experience preferred
- 2 years of ticket sales leadership preferred

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.