



Phoenix Rising Football Club – Director of Ticket Sales

POSITION OVERVIEW:

The **Director of Ticket Sales** will have oversight of all ticket sales, service and operations for the Phoenix Rising Football Club. The position will be responsible for strategic planning, management and implementation to drive sales and retention to achieve overall business goals. This individual will assist in the creation of the ticket sales strategy and will also manage the sales team and daily campaign execution as well. The DOS will be tasked with all recruiting, hiring, training, onboarding, coaching and developing the sales team and its culture. This position requires a highly organized, passionate, motivated, hard-working, dedicated leader who is committed to creating a culture of success that can be sustained for years to come.

DUTIES AND RESPONSIBILITIES:

- Collaborate with the GM in the development, planning and implementation of all ticket sales initiatives
- Responsible for leading Ticket Sales and Service, Premium Sales, Ticket Operations and Box Office staff
- Provide direction, coaching, discipline & mentoring to enhance performance & development of sales & service staff
- Create systems to utilize data & analytics to assist leadership in making both short and long term decisions
- Monitor and manage all seating inventory to maximize attendance and revenue
- Collaborate with other departments to achieve organizational goals
- Must have a strategic planning approach to grow all team ticketing products. These include: individual tickets, mini-plans, season tickets, group tickets, suites and other premium areas
- Coach & mentor all members of the Ticket Sales, Service and Operations team
- Actively seek out knowledge in order to be the team expert in technology as it relates to ticket sales & service
- Work with GM in developing organizational sales training program
- Create retention and utilization strategy for season ticket holders
- Strong organizational budgeting and sales reporting skills with emphasis on CRM, forecasting, pricing, inventory, campaign/event management and effective leadership
- Submit timely reports to leadership team, including weekly, monthly & annual revenue reports
- Create sales contests and incentives to motivate and drive ticket sales staff to hit goals
- Actively seek out industry best practices to drive the business forward
- Partner with Marketing and Communications departments to plan and manage sales campaigns

REQUIREMENTS:

- Bachelor's Degree from a four-year college or university
- Provide innovation and accountability
- Minimum of 3 years ticket sales/management experience
- Experience in sales training programs
- Excellent communication and presentation skills
- Ability to synergize efforts between multiple departments and teams
- Proven track record of generating incremental business results through data-driven strategy
- Proficient in Microsoft Office (Word, PowerPoint and Excel) and CRM
- Proficient in Ticket software & CRM software
- Able to work non-traditional hours, holidays, weekends
- Must be able to multi-task and work in a fast-paced work environment
- Strong leader and motivator with ability to manage relationships with internal departments