

**Job Summary:**

Vinik Sports Group (VSG) is in Tampa, Florida and operates the NHL's Tampa Bay Lightning, Amalie Arena, the University of South Florida Yuengling Center, Tampa Bay Sports and The Identity Tampa Bay.

The Account Executive, Membership Sales & Service will be responsible for developing and maintaining professional relationships with an assigned group of Tampa Bay Lightning Season Ticket Members that result in membership renewals. Responsibilities include the sale of Lightning season tickets, group accounts, mini plans, suites & lofts, as well as Amalie Arena concerts and events to both Season Ticket Members and new clients alike, all with a focus on face to face interaction. Communication and tracking of interactions is expected throughout the calendar year to ensure high retention and new business sales rates.

**Essential Duties and Responsibilities:**

- Facilitate the renewal of our current Season Ticket Members via our Bolt for Life platform
- Grow relationship with all assigned Lightning Season Ticket Member accounts through face to face meetings, in-game visits, phone calls, and emails
- Maximize revenue through the sale of season tickets, mini plans, group tickets, and suites via face to face interactions and VIP Tours of Amalie Arena
- Create and execute professional and career development plan with leadership team
- Track account interactions in Customer Relationship Management (CRM) system
- Utilize and create effective sales referrals
- Provide daily sales team support and onboarding to new Season Ticket Members as they are sold by the entry level sales staff
- Attend and assist with execution of Season Ticket Member Events throughout the calendar year
- Attend and work Lightning home games at Amalie Arena including playoffs
- Consistently hit touch point and renewal goals as assigned by Manager of Membership Sales & Service
- Game duties include interaction with clients, assignments in the Client Services Lounge and assisting Season Ticket Members with ticket and account questions throughout the Lightning season
- Master the navigation of the NHL/Lightning app and mobile ticketing and assisting guests accordingly
- Other duties and responsibilities as assigned

**Qualifications:**

- Bachelor's Degree required
- 2-3 years relevant experience in customer service and/or sales performing the essential duties listed above
- Strong attention to detail
- Excellent written, oral communication, and time management skills
- Ability to handle and prioritize multiple projects simultaneously with collaborative efforts
- Ability to handle all situations in a confidential and professional manner internally and externally
- Ability to work extended hours including some holidays and weekends
- General knowledge of Archtics, TM based ticket system