



Account Manager, Group Sales

Job Summary

The Account Manager, Group Sales will generate maximum revenue for the Pittsburgh Pirates organization through full-menu product sales (group tickets, season tickets, suite leases, suite rentals and hospitality) to companies and individuals with a heavy concentration on group tickets and hospitality.

Responsibilities

Primary:

1. Generate maximum revenue for the Pittsburgh Pirates through full-menu product sales.
2. Prospect and sell group packages within the local youth sports market in the Greater Pittsburgh area.
3. Be the face of the Pittsburgh Pirates within your account base; attending monthly board meetings, coaches events, tournaments and other club events.
4. Generate sales leads through previous group leader network, as well as phone, email outreach and a strong emphasis on face-to-face appointments.
5. Develop strong relationships with group leader network to ensure long-term support of the Pittsburgh Pirates.
6. Execute monthly touch points with existing group leaders.
7. Proactively search for best practices for lead generation within target market.
8. Sell group tickets, suite rentals and hospitality (75%) and season tickets (25%).
9. Achieve group sales goals on a monthly and annual basis. Create and develop new group business by regularly pitching new group prospects through ballpark tours, external appointments, and phone prospecting.
10. Work to grow existing group/hospitality and theme night events and develop, plan, and execute new events.
11. Renew existing group ticket accounts by establishing strong relationships with key group contacts to grow involvement of renewing accounts each year.
12. Maintain accurate CRM records of all prospecting activities and closed sales for account base including ticket plan and group customers and prospects.
13. Meet and exceed daily and weekly expectations related to outbound activity and appointments.
14. Maintain the highest level of customer service to all ticket holders.
15. Achieve group sales goals on a monthly and annual basis.
16. Meet with Director, Group Sales & Hospitality regularly producing accurate updates on prospecting activity, sales performance, outside appointments and event recaps, and account management.
17. All other duties as assigned by the Director, Group Sales & Hospitality.

Secondary:

1. Represent the Pittsburgh Pirates in a positive and professional manner.
2. Assist with game day responsibilities of sales department.
3. Provide the highest level of customer service to our fans.
4. Participate in weekly sales meetings and training opportunities.
5. Attend and actively participate in weekly department meetings.
6. Attend outside events with the purpose of driving sales for Pirates products.

Success Factors:

- Be a team player and set the example of being a STAR in the sales industry.
- Ability to meet tight deadlines and work well under pressure.
- Strong organizational skills, time management skills and attention to detail.
- Strong customer service skills
- Strong verbal and written communication skills.
- Ability to take direction.
- Exhibit good judgment and decision-making.
- Willingness to work a flexible schedule based on the changing priorities of the department.
- Be a positive influence within our department, our club and our community.
- Be innovative! Bring new ideas to the team on how we can grow our fan base.
- Passion to grow in the sales industry.

**POSITION
REQUIREMENTS**

Required:

1. Bachelor's Degree in Business Administration or equivalent experience
2. Minimum of 1 year of sales experience
3. Knowledge of Microsoft Office Applications

Desired:

1. Experience within a professional sports environment
2. Experience in ticket sales
3. Proficiency in CRM or Tickets.com software systems