

Essential Functions:

- Sell suite and hospitality inventory through relationship building in the business community, managing renewal accounts, following up on inbound leads and prospecting through cold calls, email marketing and social selling.
- Contact, schedule, and conduct in-person, phone and virtual presentations with appropriate decision makers within targeted accounts.
- Effectively communicate Mariners value proposition and key benefits to prospects, matching product solutions to customer needs.
- Meet and exceed all weekly and annual sales and appointment goals.
- Receive inbound phone calls regarding product sales and servicing. Resolve customer inquiries in a professional and timely manner.
- Involvement in game day activities including, but not limited to, visits to suites and hospitality spaces, complaint resolution, and prospect entertaining.
- Uphold an extraordinary level of customer service to customers.
- Utilize Microsoft Dynamics 365 CRM, Outreach and Archtics ticketing system to maintain electronic records of all customers and prospects. Demonstrate the ability to navigate and successfully use all job-related systems.
- Accurately track and provide regular reports for management detailing sales activities, pipeline status and pending deals.
- Make actionable and insightful recommendations for new products and enhancements.
- Always represent the organization in a positive and professional manner.
- Will perform other duties as assigned.

Education and Experience:

- Bachelor's degree required. Equivalent, relevant work experience may be considered in lieu of formal education if approved by management.
- Minimum of three (3) years of experience working in sales, preferably in professional sports or entertainment.

Competencies, Knowledge, Skills and Abilities (KSA's):

- Initiate and maintain actions to attain goals, regularly monitoring progress.
- Handles sensitive and/or confidential information professionally, involving only those who need to be involved or informed.
- Know when to make a unilateral decision and when to consult with the team or superiors, and how to involve them in the process.
- Navigate a variety of social, emotional, and interpersonal situations to leverage the capabilities, insights, and ideas of all individuals.
- Effective negotiation skills that includes analyzing a problem to determine the interests of each party in the negotiation and effectively communicating that between the parties involved.
- Flexibility to work evenings, weekends, and holidays.
- Competent in required job skills and knowledge. Completes work assignments thoroughly and completely in an accurate, and prompt. Identifies and corrects errors. Is careful, alert and accurate, paying attention to details of the job.
- Demonstrates through their actions and interactions with others a commitment to Mariner Purpose, Mission and Values.
- Makes decisions and takes actions that contribute to exceptional experiences for guests.
- Shares and expresses thoughts in a clear and effective manner through verbal and written communication skills. Exhibits effective listening skills and builds positive

relationships with all team members, vendors, and guests. Is diplomatic, tactful and professional in all forms of communication.

- Takes personal responsibility for getting things done in a way that positively and professionally represents the organization.
- Understands and supports the team and is quick to volunteer to assist others. Others view most interactions as being positive with a willingness to achieve common goals. Effective in working with others to cooperatively solve problems. Workplace behavior is consistently respectful of others.