

POSITION

The Indianapolis Colts seek a passionate, self-starter for the role of Premium Services Manager. This position is responsible for managing an assigned club ticket member account base daily and assist in communication, executing events and adding value to our customers. In addition to providing exemplary service to their assigned accounts, they will also be responsible in retention of the accounts year over year. This position requires an individual to have exceptional phone, organizational, interpersonal, sales aptitude, and electronic communication skills. The position will require additional weekend hours during all home games and some extended hours during the week.

HIRING MANAGER

Director of Membership Services

DIRECT REPORTS

N/A

RESPONSIBILITIES

- Cultivate, manage, and grow client relationships in order to deliver excellent customer service and value to club seat members
- Responsible for the annual renewal of GA accounts that also have club seats as well as club seat accounts up for renewal
- Maintain up-to-date knowledge and effectively communicate all events and club seat member benefits relevant to assigned account base
- Anticipate, respond and resolve all customer complaints, requests, and inquiries from assigned account base; handle fans and situations in a calm and professional manner
- Respond to email and telephone inquiries from assigned club seating clientele
- Manage Club Lounge space at all home games to create a premium game day experience including the execution of exclusive opportunities within the Lounge
- Tasked with increasing and maximizing club seat holder value through constant touchpoints, check-in calls, in-game visits and out-of-office appointments using Salesforce and Archtics to record
- Maintain close, personal relationships with these accounts to add a special, personal touch to their membership experience
- Participate and collaborate with Director, Membership Service and VP, Premium Seating on new club seat programming and off-season events to provide more value and year-round engagement with the organization
- Work with ticket sales, ticket operations and premium ticketing teams to ensure efficient and quality servicing of accounts
- Execute Club Seat Agreements and Amendments for all new and existing accounts located within assigned sections
- Manage and process club relocation and additional seat requests
- Promote other products to assigned account base for up-sell opportunities
- Perform other duties as assigned

QUALIFICATIONS

- Bachelor's degree (or requisite experience) required
- 2+ years of sales and/or service experience in the sports or hospitality industry
- Experience using Ticketmaster/Archtics and Salesforce preferred
- Demonstrated ability in the areas of personal accountability, communication, time management, adaptability, and relationship building
- Proficient in Microsoft Word, Excel and Outlook
- History of working in a team environment
- Availability to work weekends during home games and some extended hours is required