



Representative, Season Ticket Service

GO BEYOND THE IVY

Each brand stands as unique as the teams that drive them. We welcome you to learn more about us.

Our business is a team sport built on creating and delivering memorable experiences around Cubs baseball and other live events. In support of that effort, we expect associates to work primarily in our office, while also enabling some flexibility.

We remain committed to the health and safety of our associates, their families, our fans and community members. Consistent with that commitment and based on the evidence that vaccinations are the most effective way to prevent infection, serious illness and the spread of COVID-19, we require that all Cubs associates be fully vaccinated. Exceptions will be allowed only for those who need a reasonable accommodation for a qualifying medical condition or sincerely held religious belief.

ROLE

This position is primarily responsible for managing, retaining and growing an assigned Season Ticket holder account base through the delivery of superior customer service.

No relocation expenses will be provided.

RESPONSIBILITIES

- Take ownership of an assigned base of Season Ticket accounts and provide a superior level of service
- Meet and exceed retention goals with assigned Season Ticket holder account base on yearly basis
- Build strong relationships with Season Ticket holders by fulfilling all required Season Ticket holder touch points via pro-active communication including in seat visits, phone calls, emails, handwritten correspondence
- Meet and exceed assigned service levels and standards
- Utilize existing CRM tool to efficiently record and maintain all interactions with clients
- Handle all Season Ticket holder questions and concerns in a timely manner (within 24 hours) while exhibiting a positive attitude
- The ability to collaborate with Premier Sales Team to formulate and execute presentations to clients regarding potential Premier opportunities.
- Perform game day responsibilities including but not limited to in seat visits, handling special promotions, addressing last minute Season Ticket holder needs, etc.
- Participate in all Season Ticket holder related special events
- Collaborate with Ticket Sales and Ticket Operations teams to ensure efficient and quality servicing of accounts including invoicing, ticket distribution, complaint resolution, etc.
- Assist in the creation of new Season Ticket holder benefits and service initiatives
- Successfully execute monthly account targeting campaigns
- Actively listen to feedback and share trends

REQUIRED QUALIFICATIONS



- Bachelor's degree
- One year of sales and/or services experience in the sports or hospitality industry
- Must possess a fan friendly attitude along with a professional demeanor and appearance at all times
- Must have excellent verbal and written communication skills Demonstrated ability in the areas of communication, time management, prioritization, meeting deadlines and organization
- Must have the confidence to effectively communicate, maintain and adhere to organizational and departmental policies and procedures
- Demonstrated ability to work well within a team environment
- Must possess a work ethic that is inclusive, service focused, innovative and demonstrates critical thought and initiative
- Ability to work non-standard hours including nights, weekends, and holidays
- Proficiency with Microsoft Office suite, Pro Venue ticketing system and Salesforce CRM

PREFERRED QUALIFICATIONS

- Two to three years of sales experience for a professional sports team
- Proven ability to multi-task and manage projects on strict deadline

Response Expectations:

Due to the overwhelming number of applications we receive, we unfortunately may not be able to respond in person to each applicant. However, we can assure you that you will receive an email confirmation when you apply as well as additional email notifications whether you are selected to move forward for the position or not. Please note, we keep all resumes on file and will contact you should we wish to schedule an interview with you.

The Chicago Cubs and its affiliates are an Equal Opportunity Employer committed to inclusion and employing a diverse workforce. All applicants will receive consideration without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, gender expression, veteran status, disability, or other legally protected characteristics.