



## **TICKET SALES MANAGER**

The Ticket Sales Manager is responsible for the implementation and execution of all applicable department business plans designed to meet or exceed the annual ticket sales goals set forth by the organization. You must be innovative, creative and willing to research and propose system changes and refinements with the goal of improving efficiency for the customer and your team. As Manager, you will be directly responsible for leading a team of sales and customer service professionals in all areas including training and coaching the sales process, customer service skills, and relationship building. The goal is to elevate revenue and customer service satisfaction. This position requires working some weekends and potentially long hours during event days.

**REPORTS TO:** Chief Executive Officer    **POSITION TERM:** Full-Time    **START DATE:** To Be Determined

### **JOB DESCRIPTION:**

- Supervision of day-to-day Ticket Office operations
- Oversee the creation and management of WRLS Ticket System
- Review ticket pricing and oversee the fulfillment of ticket orders
- Oversee the bid and design process and ordering of tickets, parking and camping passes, and all other collateral passes required for ticket fulfillment
- Evaluate current processes and systems and develop proposal for improvements with the goal of greater efficiency and profitability
- Review, refine and lead the training, coaching, mentoring and managing of the Ticket Sales Team and contribute to their professional development and success
- Lead and participate in the development and implementation of goals, objectives and priorities of sales programs, promotions and activities
- Increase ticket sales revenue with a primary focus on season tickets, event day ticket sales, event hospitality upselling and group ticket sales
- Assess, improve and implement existing ticket holder communications and participant credentialing
- Work closely with all internal departments for cross-promotional initiatives
- Maintain working knowledge of all products to sell when applicable
- Sell, renew, and service season, partial, group, and event suite tickets
- Attend and contribute to weekly Executive Team meetings
- Manage Ticket Sales Team scheduling to ensure coverage and budget compliance
- Work with Finance Department to refine department budget

### **Qualifications/Characteristics:**

- 2+ years of experience in a ticket sales management role
- 2+ years of experience in stadium or large entertainment venue ticket sales or related field, preferred
- Previous management of a team in a sales and customer service environment
- Able to work flexible hours based on changing priorities including evenings, weekends and holidays
- Demonstrated dedication with the ability to handle projects from origin through execution
- Willingness to learn, contribute to the overall success of the organization and be able to flourish in a high growth, dynamic environment
- Effective interpersonal skills, both oral and written
- Familiarity with Ticket Master processes
- Experience with Office 365 and other programs as needed
- Self-starter and entrepreneurial spirit with hands-on approach towards business

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