Account Executive, Ticket Sales – Edmonton Stingers

Reports to: Director, Business Operations – Edmonton Stingers; Director, Ticketing – CEBL
Location: Edmonton, AB

About the Canadian Elite Basketball League
The Canadian Elite Basketball League (CEBL) was born from a need to provide Canadians with a premium basketball option that gives players, coaches, fans and other stakeholders the opportunity to meaningfully engage with one of Canada’s most popular sports. Never has there been so many Canadian basketball players competing at the highest professional levels worldwide (NBA, NCAA, FIBA leagues etc.). It's time to bring them home and provide them with a professional basketball option. An option to compete in front of friends, family and businesses that can support Canada’s ascent on the international stage. As Canada Basketball’s only Official First Division Professional League Partner, the CEBL will also proudly adhere to the International Basketball Federation (FIBA) rules and regulations.

Account Executive, Ticket Sales Responsibilities: (Including, but not limited to)
• Manage multiple accounts, developing positive working relationships with all customer/fan touch points
• Drive fan retention, renewals, upsells and fan satisfaction
• Liaise with CEBL Ticket Manager to ensure the build of all team-related ticket offerings
• Oversee implementation and fulfillment of all team ticket requests
• Prepare campaign insights reporting, including analysis and research, with a purpose to develop future leads
• Manage fan/customer activity using CRM tools provided, for maximum efficiency and visibility, with carefully issued follow-up to close any open issues
• Provide input on new processes and workflows as needed
• Focus on ensuring the maintenance of superior customer/fan service levels, operational excellence and strategic insight
• Meet and exceed all ticketing goals
• Oversee all game-day merchandise sales
• Work game days and special events to ensure all ticketing and merchandise fulfillment are accomplished

Qualifications
• Bachelor’s Degree in Sport Management, Business, or a related field
• A Minimum of 2-3 years in customer service or account management
• 1 year of experience in a professional sales capacity
• Existing experience with ticketing software(s) will be considered an asset
• Valid Driver’s License

Required Skills:
• A people person with a clear track record of building and maintaining professional relationships
• Strong analytical skills and attention to detail
• Ability to work independently on multiple tasks with specific deadlines
• Strong written and verbal communications skills
• Strong working knowledge of Microsoft Office products and key social media platforms
• Must be trustworthy and responsible when processing transactions on numerous points of sale outlets
• Knowledge of the sport of basketball is an asset
Availability:
- Some evening and weekend work will be required

Compensation:
- Base salary plus commission – please indicate salary expectations within your cover letter

Other Requirements:
- Applicants can forward their application (cover letter and resume) and salary expectations to info@thestingers.ca with the subject line, “Account Executive, Ticket Sales”

We thank all applicants, however only those who are selected for an interview will be contacted.

Application Deadline: November 10th, 2019