

Ticket Sales and Box Office Manager

Missoula PaddleHeads

Missoula, MT

Salary: TBD

Status: Full Time

Start Date: 03/01/2020

Submit Your Résumé to:
susan@kiyaway.com

Club Contact:

Susan Crampton Davis	Tel: (406) 543-3300
140 N Higgins Ave Ste 201	Ste 201
Missoula, MT 59802	



JOB DESCRIPTION:

The Ticket Sales & Box Office Manager will be responsible for managing the ticket sales function to include individual, packages and group ticket sales and events. This position plays an integral leadership role, in that, they will drive sales through their individual efforts, provide functional leadership on group events and manage box office staff during the active baseball season.

The successful candidate will be a passionate and experienced salesperson with a background in customer service and ticket sales. We are looking for someone who is deeply curious, willing to take creative risks and is motivated from the inside. You'll need great organizational skills, mental fortitude and the ability to work seamlessly between action and analytics. Ideally, the successful candidate will have an interest in professional baseball and/or community events.

If you are someone who expects success, understands your strengths, takes creative risks, makes balanced business decisions, excels in a collaborative environment and thrives when transparency, respect, passion and self-responsibility defines the working culture, then we'd like to encourage you to apply to this role on-line. Sorry, we will not be able to take any phone calls.

DUTIES AND RESPONSIBILITIES:

- Honor our working values and participate as part of the team

- Make sales calls to generate season, group, and individual game sales
- Pull and evaluate data to support marketing objectives and drive ticket sales
- Process group, ticket packages, individual ticket buyers and walk up sales
- Access and implement ticket system/ticket scanners to impact fan experience
- Coordinate actual ticket projections, price monitoring, and report actual ticket sales in real time
- Execute an account retention plan to drive and increase ticket purchasing and utilization behavior
- Manage two box offices and ticket support staff
- Execute the year-round season ticket holder benefit program, as well as renewal and retention programs

EXPERIENCE REQUIRED:

- Direct Sales experience, either outside or inside sales, with a willingness to make cold calls on a daily basis
- Box Office ticket system and sports related ticket sales experience preferred
- Leadership and management experience
- Computer literate; the ability to use data to create and execute pricing models, measure performance, and create promotional and sales opportunities
- The ability to work flexible hours for consecutive days during the active season
- The ability to travel in and around Missoula to meet with partners, vendors and group sales prospects

WHO ARE WE:

The Missoula PaddleHeads are a minor league baseball team, affiliated with the Arizona Diamondbacks, located in Missoula, Montana. The franchise is a member of the Pioneer League, a short-season league. We have been part of the Missoula community since 1999 and proudly acknowledge the Pioneer League championship seasons in 1999, 2006, 2012 and 2015. Under new ownership of Big Sky Professional Baseball, LLC., the PaddleHeads franchise has a vision toward an even brighter future: maximizing the fan experience, creating a deeper sense of community value and standing as the centerpiece for everything baseball for our good neighbors in Missoula.