

**JOB TITLE:** Ticket Sales Associate  
**DEPARTMENT:** Ticketing & Fan Services  
**REPORTING TO:** Director, Ticket Sales  
**LOCATION:** New York, NY

### **NEW YORK CITY FOOTBALL CLUB OVERVIEW:**

As the 20th member of Major League Soccer, NYCFC strives to be the new benchmark for professional soccer in the United States. With the support of majority owner City Football Group (owners of Manchester City, Melbourne City and Yokohama F Marinos) as well as minority owner, the New York Yankees.

NYCFC is what happens when the beautiful game meets the world's greatest city. Players set up. The crowd roars with passion. Fans unite. People connect. Together, we create something unique.

### **POSITION OVERVIEW:**

The Ticket Sales Associate is an integral part of the Club and positively upholds the Clubs vision and strives to provide a superior level of customer service/engagement. The Ticket Sales Associate is a meticulous, ambitious, self-motivated individual, with a high level of integrity and tenacity who will be responsible for selling full season, partial, single game suite, and group ticket packages.

If you enjoy the game, are competitive, thrive under pressure, like a fast paced environment, we welcome you to review the primary duties listed below.

### **PRIMARY DUTIES:**

- Possess a thorough understanding of the NYCFC ticketing plans and policies;
- Provides a superior customer service experience;
- Clearly articulate new sales initiatives, benefit updates, and offers for special events;
- Sells NYCFC full, partial, single game suite ticket packages;
- Meet or exceed sales goals assigned by the Director, Ticket Sales;
- Strong focus on generating new business for the Club;
- Responsible for all aspects of ticket sales, customer service, and client fulfillment;
- Builds strong relationships with our customer base through proactive communication that includes, but is not limited to, seat visits, touch points, phone calls, emails, and other communication channels;

- Prospects new business leads and uses a sophisticated Microsoft CRM system to engage leads;
- Answers incoming phone calls and emails; must be able to anticipate, respond to, and properly direct all customer complaints and requests in a timely and professional manner;
- Minimum of 60 outbound calls per day to current City Members;
- Identifies opportunities to grow business through referrals from existing customers;
- Works all match days to ensure an enjoyable and memorable experience, this includes, but is not limited to, guest services, box office assistance, and seat visits;
- Improves the overall fan experience;
- Data capture and distribution of leads to the Ticket Sales department;
- Other duties and responsibilities as determined.

#### **REQUIREMENTS/CHARACTERISTICS:**

- Bachelor's degree in Sports Management, Business or related field;
- Minimum of 2-3 years of customer service experience; sports and entertainment industry preferred;
- Exceptional attention to detail and problem-solving ability;
- Ability to work flexible hours, including evenings, weekends, and holidays, as necessary;
- Strong work ethic, team-oriented attitude, and enthusiastic about contributing to the success of the department and Club;
- Excellent interpersonal and communication skills;
- Above average knowledge of PC systems including Word, Excel, and database-related platforms;
- Working knowledge of Archtics and Salesforce preferred;
- Soccer knowledge is preferred, but not required;
- Bilingual (Spanish) speaker a plus, but not required.