

True North Sports + Entertainment is looking for an energetic and motivated sales professional to join our team.

The **Manager, Premium Services** is responsible for implementing plans to retain and grow the Premium revenue portfolio for True North (including Winnipeg Jets, Manitoba Moose and Canada Life Centre). This leadership position will lead a team expected to build meaningful and collaborative relationships with stakeholders to ensure the retention and growth of Premium Licenses and Premium Season Ticket Memberships.

What to be excited for in this role:

- Execute an annual sales plan that ensures the retention and growth of revenue related to Premium Licenses and Premium Season Ticket Memberships.
- Manage the execution of campaigns throughout the year and utilize data to monitor and deliver results.
- Keep compelling scoreboards to monitor results and adjust, where necessary.
- Coordinate customer communication for Winnipeg Jets, Manitoba Moose, and Canada Life Centre events.
- Organize key event deliverables for customers related to member pre-sales, ticket confirmations, and relocations.
- Work with all internal and external departments to ensure the highest level of guest experience provided to all Premium customers.
- Establish regular reviews and updates to support all Premium asset deliverables.
- Develop incremental revenue plans for Premium customers related to upgrades, additional tickets, packages, and experiences.
- Keep a pulse on industry trends that drive revenue and customer satisfaction.
- Actively seek to generate new business through creative and innovative programming/initiatives.
- Ensure accurate and detailed customer records in CRM database.
- Provide technical support and customer service at Winnipeg Jets, Manitoba Moose, and Canada life Centre events as required.
- Manage game/event execution of the service team to ensure responsibilities are executed including targeted number of touchpoints with Premium customers, leveraging data, analytics, and CRM platforms.
- Participate and contribute ideas to weekly meetings and training sessions.
- Oversee the appropriate on-boarding and development of Premium Services staff.
- Undertake other duties as required that are consistent with the responsibilities of the role and the needs of the organization.

What we need from you:

- Previous successful experience in a sales and/or customer service role (3+ years).
- Post Secondary education (Business Administration, B. Comm), or related field.
- Excellent interpersonal skills with a strong understanding of customer service.
- Deliver results and exceed expectations while working collaboratively with others.
- Results driven with the ability to set goals and deliver on priorities.
- Superior attention to detail and excellent personal organization.
- Strong computer skills with working knowledge of Microsoft Office.
- Highest level of personal and professional integrity and ethics.

WE ARE TRUE NORTH.

We thank all that apply, however, only those selected for an interview will be contacted. No phone calls please.

- Proactive in anticipating problems and/or issues and providing superior fan experience service solutions.
- A strong multitasker with the ability effectively to manage competing demands towards the successful and timely completion of projects.
- Strong written and verbal communication skills to successfully communicate with stakeholders.
- Ability to generate incremental revenue through targeted call campaigns with defined call volume targets.
- Sound interpersonal skills and judgment to aid in management of relationships with various customers, peers, and supervisors as required in this role.
- Very strong organizational skills to stay on task and effectively manage competing demands towards successful and timely completion of projects.
- Must be flexible with working evenings, weekends, and holidays on an as needed basis.

Why you should join us.

We are True North! At True North Sports + Entertainment, we have developed a culture where our employees are engaged, challenged, and motivated. We are intentional in ensuring our employees' personal values, match our organizational values of Team, Trust & Respect, Integrity, Excellence and Community.

Included as one of Manitoba's Top Employers since 2008, our work environment is dynamic and fast-paced, offering diverse opportunities that allow you to encounter a variety of situations and develop new skills.

We encourage you to apply even if your previous experience does not align perfectly with every qualification in the job description. You may be just the right person for this role, or other roles!

To apply for this position, please fill out the online application form by [clicking here](#). You will be asked to upload your cover letter and resume at the end of the form (combined into one document).

We are Venues | We are People | We are Community

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Accommodations are available upon request throughout all aspects of the selection process. Candidates requiring accommodations may contact, in confidence, hr@tnse.com.

*Closing date: **Tuesday, May 21, 2024***

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