



## **GROUP SALES MANAGER, LONDON KNIGHTS FULL TIME**

The London Knights Hockey Club is seeking an outgoing and energetic individual to fill the full-time Group Sales Manager position. We are looking for someone with an upbeat personality and passion for hockey and interacting with the public. You must be able to work Monday-Friday, 9:00 a.m. to 5:00 p.m., as well as evenings and weekends for team events and games.

### **KEY AREAS OF RESPONSIBILITY**

You will be responsible for but not limited to ticketing, sales/relationship management, logistics and school visits.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### *Ticketing*

- Collecting all contact information as well as credit card information and fill out a group sales order form
- Creating ticket commitment forms or contracts
- Creating reports for tickets and outstanding balances
- Calling customers regarding sales and payments

#### *Sales/Relationship Management*

- Answering all emails and phone calls within 24 hours
- Answering all inquiries regarding ticket pricing, availability and programs
- Organizing outbound sales calls/meetings with prospective group organizers
- Organizing logistics and details with group organizers
- Confirming orders/arrival locations with all group organizers

#### *Logistics*

- Compiling all operations information i.e. pregame skate times, anthem, intermission, etc.
- Communicating pregame skate times to hockey ops and arranging for players to sign autographs for pregame skate teams
- Compiling all group welcomes, birthdays and information for the script and sending them to sound room and game day coordinator
- Scheduling interns arrival time and tasks on game night and during office hours
- Ensuring all website content is accurate and up to date

#### *School Visits*



- Work with marketing to develop videos and slideshow presentations and content for players to deliver at each school visit
- Scheduling all school visits
- Confirming all school visits two weeks prior to visit
- Driving players to and from school visits and acting as a LK liaison between them and principal/school staff

#### **OTHER DUTIES MAY BE INCLUDED**

#### **QUALIFICATIONS/REQUIREMENTS**

- Must have a Post-Secondary Degree or Diploma in Sales and Marketing or a related field
- Minimum of 3 years experience working in the hockey industry in a Group Sales or Marketing position
- Minimum of 3 years in a managerial position
- Must have knowledge of the London Knights and the franchise
- Ability to work extended and/or irregular hours including evenings, weekends and/or holidays
- Ability to work Monday to Friday 9 a.m. to 5 p.m. as well as evenings and weekends
- High level of motivation with a desire to be successful
- Ability to work independently and in a team
- Excellent customer service, communication and interpersonal skills
- Strong computer skills, including the ability to develop and manage a customer database
- Creative and innovative team player