

True North Sports + Entertainment is looking for a customer focused & highly motivated individual to join our team.

We are filling the role of **Account Service Representative** for an **18-month term** to cover a maternity leave. The **Account Service Representative** provides exceptional customer service to all Winnipeg Jets Season Seat Holders, Season Seat Share Partners and Winnipeg Jets Wait List Members with a goal of providing a Superior Patron Experience to all.

What your responsibilities will be:

- Create relationships with account holders by going above and beyond to proactively provide outstanding service (in person, via phone and/or email) to assigned accounts in a timely manner with the goal of creating a Superior Patron Experience for our patrons.
- Secure reasonable solutions in a timely manner by problem solving while utilizing available venue and team resources.
- Responsible for the Season Seat Holder renewal process including coordinating mailings, following up with customers, confirming orders, and providing necessary information and documentation to patrons to assist them with their renewals, as well as assisting in the operation of any relocations.
- Effectively execute call campaigns to promote Jets Rewards and other in-season promotions.
- Offer ticket sales opportunities to customers such as, new sales of ticket packages and premium experiences.
- Assist in game day responsibilities (in person meetings, Jets Reward Experiences) as well as at special events held by the Winnipeg Jets organization to solidify relationships with fans and patrons.
- Provide daily documentation to track all account correspondence and activities in CRM database.

What we need from you:

- 3 - 5 years demonstrated experience providing superior customer service.
- Sound ability to communicate in verbal and written form.
- Results driven with the ability to set goals and deliver on priorities.
- Proven time management and organizational skills; ability to effectively manage multiple tasks simultaneously.
- Excellent attention to detail.
- Ability to handle both internal and external customers with the highest level of integrity.
- Ability to work as a positive contributor to a team in a dynamic, fast-paced sports and entertainment environment.
- Must be flexible with working weekends, evenings and holidays. Will need to be present at most Winnipeg Jets home games.

To apply for this position please email your resume and cover letter, including salary expectations (in PDF format as one document) to hr@tnse.com.

Please include **Account Service Representative** in the subject line.

Closing date: Sunday, October 14, 2018.

