

# OTTERBOTS™

**JOIN OUR TEAM!** The Danville Otterbots are currently seeking a **Ticket Sales & Experience Manager** to make an immediate impact on this newly launched brand. The club carries tremendous momentum into the 2021 season highlighted by a new Ownership group, reimagined brand identity, year-round community programing, and memory-making approach

**WHO ARE WE:** The Otterbots are a proud member of the Appalachian League, powered by Major League Baseball and USA Baseball. The Otterbots are located in Danville, Virginia and have truly entrenched themselves within the Southside Region. Our commitment to the fans throughout the region is to build experiences year-round at American Legion Field at Dan Daniel Park.

**WHY YOU:** If you are passionate about sales and the fan experience in the sport and entertainment field, then this might be the right fit for you. We believe that leaders drive culture, culture drives people and people drive business. This team will look to experience significant growth over the coming seasons and the ideal candidate has a skillset that is well-rounded and a mindset that strives to be the best.

## **RESPONSIBILITIES INCLUDE:**

- **Lead our ticket sales efforts** with a focus on season ticket, mini plan and group ticketing packages. Why? Because, we believe that tickets are the lifeblood of an organization and we are committed to provide first-class experiences for every fan that enters our ballpark. We cannot be successful without great ticket sellers, and it starts at the top.
- **Develop and manage relationships** with local families, school systems, youth sports organizations, civic clubs, non-profits, and businesses. Why? Because we are not transactional salespeople. We must focus on building true and genuine relationships with all members of our community.
- **Lead our box office and gate operations** for Otterbots season and year-round events schedule. Why? Because the fan experience starts before feet step into the ballpark, and every small detail adds up to a big first impression.
- **Manage Merchandise Sales and Operations** efforts both online and at the Stadium Store. This includes inventory management and product placement online. Why? Because, our merchandise is a core pillar to our overall brand's success and merchandise helps tell our story.
- Assist in the creation and implementation of the team's promotional calendar, theme nights and Diversity & Inclusion initiatives. Why? Because, an inclusive ballpark experience is who we are and what we stand for. Because, we are in the memory making business and need to constantly evaluate how we attract our fans.



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- Assist with graphic design and marketing strategy set forth by the team's General Manager. Why? Because, pretty things look better than ugly things. This includes marketing collateral and designing print/ digital assets throughout the year.
- Assist in hiring and manage seasonal ticketing interns; box office, ticket taker, and promotions game day staff departments
- And most important. BE PROUD. BE HUMBLE. AND HAVE FUN. As an organization on the rise and a member of a fast- growing ownership group, we strive for consistent personal and professional growth and want people that are interested in making a difference each and every day.

## REQUIREMENTS:

- College degree with strong oral and written communication skills.
- Adaptable, coachable and great team-player.
- Unparalleled level of customer service that is able to think critically and put others first
- Ideal candidate has minimum of 1-2 years experience in the sport and entertainment industry, minor league baseball preferred.
- Ideal candidate has minimum of 1-2 years experience in ticket sales and operations.
- Experience with CRM and ticketing systems
- Experience with Adobe Suite a plus
- Ability to lift up to 50 pounds
- Enjoys working nights, weekends and holidays as needed. Why? Because that's the deal. We work so others can enjoy an incredible night out with their families and friends.
- Strong work ethic and dedication to constantly improving the organization.

## IF INTERESTED:

Please contact General Manager, Austin Scher at [austin@danvilleotterbots.com](mailto:austin@danvilleotterbots.com).

Please submit your resume and any additional information you feel may show you are the right fit to join our team!

*Danville Baseball Club, LLC is owned and operated by Knuckleball Entertainment. It is an equal opportunity employer and strives for diversity within its full-time, seasonal, and game day staff. We strongly encourage people from all backgrounds, especially racial, ethnic, gender and sexual orientation minorities, veterans, people with disabilities, and people with non- traditional backgrounds to apply for this position. Most importantly, no matter their background, the person selected for this position must embrace, advocate for, and deeply value equity, diversity, and inclusivity.*



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