



## **Account Manager – Ticketing** **Ottawa BlackJacks**

**Position:** Account Manager - Ticketing  
**Location:** Ottawa, Ontario  
**Job Type:** Full Time Position

### **Position Overview**

The Ottawa BlackJacks are seeking an experienced, energetic, and results-driven Account Manager – Ticketing to join our team. If you thrive in a fast-paced environment, enjoy building relationships, and have a passion for sales and live sports entertainment, we want to hear from you.

### **Key Responsibilities**

- Generate new ticket revenue through season memberships, group sales, premium seating, and single-game ticket packages.
- Maintain and grow relationships with existing customers while identifying opportunities to increase engagement and sales.
- Prospect and cultivate new business through outbound sales efforts.
- Conduct daily sales conversations through phone calls, emails, virtual meetings, and in-person appointments.
- Deliver exceptional customer service while creating memorable fan experiences.
- Meet and exceed individual and team sales goals.
- Attend Ottawa BlackJacks home games and select community events as required.
- Accurately maintain customer records and sales activity within CRM and ticketing systems.
- Represent the Ottawa BlackJacks brand with professionalism, energy, and enthusiasm.

### **Qualifications**

- Previous experience in ticket sales, sports sales, sponsorship sales, or a related sales role.
- Proven track record of achieving and exceeding sales targets.
- Hunter mentality with the ability to aggressively pursue new business opportunities while nurturing existing client relationships.
- Strong communication, presentation, and relationship-building skills.
- Ability to work evenings, weekends, and game days as required.
- Experience with Archtics/TM1, Ticketmaster, or related ticketing software is considered a strong asset.
- Self-motivated, organized, and highly competitive.





### **Who We're Looking For:**

- Someone who embraces the Ottawa BlackJacks' culture of delivering a fast, fearless, and fun product both on and off the court.
- A team player who is passionate about creating exceptional fan experiences and driving revenue growth.
- An individual who is comfortable making daily outbound phone calls and proactively engaging with prospects and customers.

### **Application Process:**

Applicants may submit their application (cover letter and resume) to [info@theblackjacks.ca](mailto:info@theblackjacks.ca) with the subject line: "Account Manager: Ticketing – Ottawa BlackJacks"

The Ottawa BlackJacks is an equal opportunity employer and welcomes all qualified applicants. We are committed to fostering an inclusive, equitable, and accessible workplace where every team member feels valued, respected, and supported, and have the opportunity to reach their full potential. We thank all applicants for their interest, however only those selected for an interview will be contacted.

