

JOB OPENING

CLIENT SERVICES MANAGER



Founded in 2000, Etix is an international web-based ticketing service provider for the entertainment, travel and sports industries, processing over 50 million tickets per year in 40 countries. As the largest independent ticketing company in North America, Etix provides flexible and secure online and box office ticketing solutions, integrated digital marketing services and robust e-commerce fulfillment to over 4,100 venues, theaters, arenas, festivals, fairs, performing arts centers and multi-use facilities. Rockhouse Partners is Etix's in-house digital marketing agency that provides marketing solutions exclusively for Etix clients.

POSITION OVERVIEW

Company: Etix

Position Title: Manager, Client Services

Position Location: Morrisville, North Carolina

Position Status: Full-time

Etix is searching for a talented and highly motivated individual to lead our growing Client Services team. The winning candidate will have proven managerial experience in the live entertainment industry. This position reports to the Director of Client Success.

RESPONSIBILITIES

Areas of responsibility include:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ▶ Lead, motivate and develop a team of CS Specialists.
- ▶ Forecast hiring needs to ensure continuity of service in a highly dynamic industry.
- ▶ Personnel scheduling, performance reviews, and professional development planning.
- ▶ Ensure swift resolution of account issues, leveraging resources from cross-functional teams, as needed.
- ▶ Accountable for client revenue retention.
- ▶ Identify team inefficiencies and develop solutions to improve service delivery to all clients.
- ▶ Provides oversight and guidance for client health management including managing new initiatives and keeping the team informed, as well as reporting to senior management
- ▶ Identifying and appropriately escalating client issues.
- ▶ Actively engage product management to communicate voice of customer opportunities; ensures customer and business requirements are articulated to inform future product development initiatives.
- ▶ Travel up to 15%.

SKILLS/EXPERIENCE REQUIRED

- ▶ 4+ years leading a team of customer service professionals.
- ▶ Proven customer management skills with large and complex accounts.
- ▶ Ability to analyze complex situations, develop associated action plans and lead teams to achieve key objectives.
- ▶ Demonstrated success achieving and/or exceeding performance goals
- ▶ Self-starter who thrives under ambiguity in a fast-paced, deadline-oriented environment.
- ▶ Creative, resourceful, detail-oriented, and highly organized.
- ▶ An analytical and metrics-driven work style.
- ▶ Excellent communication and presentation skills.
- ▶ Live entertainment and ticketing experience.
- ▶ Bachelor's degree.

OTHER INFORMATION

- ▶ No sponsorship or H1B situations can be accommodated
- ▶ Relocation is not available for this position

Challenges will be addressed collaboratively by the team with a balance of optimism, data and realism. The ideal candidate will be part of the solution and will be challenged to deliver at a very high level.

To apply: Email cscareers@etix.com with "Manager, Client Services" in the subject line. Please include your resume and a concise cover letter explaining why you are a terrific fit for the position.

Etix provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Etix complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.