

## Sales Manager

The National Theatre - located in the heart of downtown Washington, DC - seeks a highly motivated, collaborative, and detail-oriented individual with entertainment and/or tourism sales and customer service experience to serve as its Sales Manager. This position will focus on fulfilling and expanding group and subscription sales for both the Broadway at the National season as well as additional programming including concerts, comedians, and speakers. This role will report to the Director of Marketing.

### ***The Sales Manager will:***

- Answer all inbound subscription and group inquiries via phone and email, providing the highest level of customer service possible and fulfilling all orders in Etix. Critical functions include reserving tickets, making order changes, upselling, and processing/filing requisite paperwork.
- With the Director of Marketing, identify and engage new outbound group leads in the immediate and surrounding communities via a strategic, multi-channel marketing plan.
- With the Director of Marketing, implement customer stewardship touches and a feedback loop to ensure groups and subscribers are satisfied with their experience and likely to re-engage.
- Track and report group and subscriber data.
- Supervise group pre- and post-show events and subscription tabling when required.
- Assist in tabling and activation efforts, representing the National within the community to generate interest and further sales.
- Provide additional support to the Director of Marketing during times of high volume and as requested.

### ***Desired skills and experience***

- Bachelor's degree in business, marketing, communications, or related field.
- 2-4 years of experience in sales; preference given to those with entertainment and/or tourism sales experience.
- Experience providing customer service in person, via email, and via phone.
- Established connections in the DC community (tour operators, groups, corporate) a plus.
- Knowledge of database software or ticketing systems a plus.
- Knowledge of Microsoft Office software, particularly Excel.
- Excellent written and verbal communication skills.
- Able to prioritize, work in a fast-paced environment, and handle multiple tasks at a time.
- Able to work non-traditional hours before, during, and after shows as needed.

### ***Application process***

Interested candidates are invited to submit a cover letter, resume, and short writing sample by February 28, 2019 to [careers@thenationaldc.com](mailto:careers@thenationaldc.com). Please format subject line as *APPLICATION - Sales Manager - Your Name*. Salary commensurate with experience.