



**Position Announcement: Client Services Manager**

Jacksonville, Florida

*Worldwide Entertainment and  
Conference Venue Management*

**POSITION:** Client Services Manager  
**DEPARTMENT:** Marketing  
**REPORTS TO:** Director of Sales & Marketing  
**FLSA STATUS:** Exempt

SMG, the leader in privately managed public assembly facilities has an excellent and immediate opening for a Client Services Manager at the Veterans Memorial Arena in Jacksonville, Florida.

**MAJOR RESPONSIBILITIES:**

Provides ticketing support, financial tracking, client invoicing, data entry, and act as TicketMaster liaison for Archtics software and event day ticket solutions for the Veterans Memorial Arena Club, Suites and Sponsors, including:

- Working with the TicketMaster System *Archtics* to manifest club and suite level tickets.
- Data entry for Club, Suite and Sponsor information.
- Ticket Fulfillment for club membership, suite owners, and sponsors.
- Accurate record keeping for Suite level usage for each event.
- Club, Suite and Sponsorship invoicing and financial tracking.
- Venue Comp Ticket management and inventory control.
- Sales tracking through *Archtics*.
- Assists Marketing Director in accomplishing sales and marketing goals and objectives.
- Effective communication with Box Office Personnel, and TicketMaster personnel.
- Daily balancing to the Box Office.
- Effective and open communication with the Finance Department.
- Effective coordination with contracted service providers to include: Concessionaires, Tenants, and vendors.
- Event day duties and may be required from time to time.
- Other duties as assigned.

**QUALIFICATIONS:**

- High School Diploma & minimum 5 years marketing-related experience required.
- Excellent written & oral communications skills required.
- Ability to prioritize multiple projects at one time
- Computer skills required to include, TicketMaster, Archtics, Word, Excel, and Web based skills.
- Ability to work irregular hours Weekends and nights, as required (event related.)

**SMG is proud to be an Equal Opportunity Employer. TO APPLY: Resumes may be forwarded to:**

FAX: 904-630-0232

EMAIL: SMGHR@coj.net

Or complete application at Jacksonville Memorial Arena, Marketing & Sales Office, 300 A Philip Randolph Blvd., Jacksonville, FL 32202

Posted 4/18/08