

United States Jobs Expertini®

Client Development Director, SOC

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Company: Live Nation Worldwide, Inc.

Location: United States

Category: other-general

THE JOB

The Client Development team uses flexibility, creative thinking, organizational skills, and relationship building to work with our clients on our products, vision, and industry needs. This team of leaders, strategists and collaborators must always balance the unique best interests of our clients with Live Nation Entertainment's vision and priorities. This team is client first and always ready to have the tough (and easy) conversations! We are part of the North American Client Development organization, working with Ticketmaster's Global Marketplace organization, which sells over 500 million tickets each year across professional and college sports, theatre, arts, and concerts.

The Client Development Director (CDD) will focus exclusively on our client accounts, concentrating on the needs of clients within a given segment. The CDD is responsible for managing, supporting, and servicing all aspects of the account related needs of an assigned set of clients in addition to sourcing and securing new business.

WHAT YOU WILL BE DOING

Operate as the voice of the customer internally by working with other Ticketmaster business leaders to provide incredible client experiences and outcomes

Direct and collaborate on the development of an account management blueprint, ensuring maximization of revenue and renewals within our client base.

Develop and implement strategies to upsell existing clients on products, programs, or services that drive ticket sales and revenue for your segment; track, monitor, and adjust

plans to maximize results.

Develop, share, and implement best practices for assigned market segments.

Forecast clients' tickets & revenue contribution to the segment's annual business plan by developing client level business plans, including account strategy, profitability analysis, and program projections.

Complete ad hoc sales operations support as requested.

Monitor service levels provided by support teams to ensure SLA's are being met.

Coach and collaborate with others on client support, marketing, and account management teams to ensure effective, consistent communication of Ticketmaster's capabilities, services, and relevant offerings for our clients.

Responsible for retention of all clients within assigned portfolio, ensuring maximum margin levels through the renewal engagement.

Comprehensively collaborate with a cross-functional team, providing distinct support functions to clients, ultimately maximizing client satisfaction scores.

Identify new business opportunities, directing the client acquisition process against a set of annual sales goals.

Proactively conduct strategic account reviews with all assigned clients on a regular basis to review service needs and sales trends. Identify products and pricing that meet client needs and business objectives.

Development relationships with key system and product users providing product team with client feedback on product enhancements.

Assist in the identification of opportunities for new products and enhancements for development of existing products.

Address client concerns and ensure for the resolution of issues in a timely manner, with follow-up when appropriate.

Deliver ongoing market analysis and assessment of competitors and market intelligence with a

focus on the future and value creation.

Maintain company's contact management database (Salesforce) with accurate, up-to-date contact and account details.

Monitor and report on the activities of competitors and potential collaborators identifying new business opportunities and threats.

Coordinate responses of RFP's.

Retain accounts through the development of strong relationships with key decision makers and users within an organization.

Responsible for TM1 Marketing product adoption and managing its local nuances.

Other duties, as required.

WHAT YOU NEED TO KNOW

Minimum 5 years' experience in the live entertainment industry with a strong focus on account management and account development.

BA/BS or College diploma in Business, Marketing or related field and/or equivalent work-related experience.

Excellent customer service, communication, and consulting skills.

Experience with live event ticketing or real-time inventory management systems preferred.

Analytical and strategic thinking.

Strong presentation and project management skills.

Proven track record of exceeding sales targets.

Experience leading change in a complex matrix-oriented organization with strong emphasis on team development.

High level knowledge of digital media and industry trends.

Strong competence in Microsoft Word, Excel, and PowerPoint.

Experience in the live entertainment industry is highly desirable.

Effective communication (both written and verbal) skills.

Experience creating and delivering client presentations.

25%-50% travel required.

LIFE AT TICKETMASTER

We are proud to be a part of Live Nation Entertainment, the world's largest live entertainment company.

Our vision at Ticketmaster is to connect people around the world to the live events they love. As the world's largest ticket marketplace and the leading global provider of enterprise tools and services for the live entertainment business, we are uniquely positioned to successfully deliver on that vision.

We do it all with an intense passion for Live and an inspiring and diverse culture driven by accessible leaders, attentive managers, and enthusiastic teams. If you're passionate about live entertainment like we are, and you want to work at a company dedicated to helping millions of fans experience it, we want to hear from you.

Our work is guided by our values:

Reliability - We understand that fans and clients rely on us to power their live event experiences, and we rely on each other to make it happen.

Teamwork - We believe individual achievement pales in comparison to the level of success that can be achieved by a team.

Integrity - We are committed to the highest moral and ethical standards on behalf of the countless partners and stakeholders we represent.

Belonging - We are committed to building a culture in which all people can be their authentic selves, have an equal voice and opportunities to thrive.

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