

Account Relationship Manager

Company Description

What do the San Diego Zoo, Empire State Building, the largest ferry system in the USA and many of the country's premiere theme parks and attractions all have in common? They all use Gateway Ticketing Systems' products. As the world leader in ticketing and revenue management software (last year our top 100 customers collectively sold over 200 million tickets using our software), we firmly believe that ticketing is more than just getting guests through the door. Our solution has become one of the essential tools our customers use to continue to grow their businesses. Imagine a single solution that is both powerful and flexible enough to be used not only to sell tickets but at all revenue stations, such as retail, food and beverage and online and kiosk sales.

While we are an established company with over 20 years in business, we still maintain that special start-up mentality. We believe in a work-life balance and offer flexible work hours that include working from home. As the leader in a fast-growing, fast-moving industry, we're able to help guide the direction in which that industry moves.

Job Description

We're looking for someone to take care of our customers! This person will need to be able to identify our customer's needs and help them to get the software or hardware needed for them to succeed. This may include selling software licenses, computer equipment, operating supplies such as receipt paper or ticket stock, training and/or onsite visits. The Account Relationship Manager will use contact management software to record personal sales activity with existing clients. This person will also be responsible for identifying customer eligibility for upgrades and future enhancements.

What we can do for you

- Competitive salary in a low cost-of-living area
- Medical, dental, vision and prescription benefits
- Over three weeks paid time off from date of hire -- You don't have to work *all* the time.
- 401k plan with matching -- Because some day you actually will retire
- Flexible hours , including the opportunity to work from home
- Awesome small town Pennsylvania environment with an easy drive to Philadelphia. We probably have more pizza parlors and sandwich shops per square mile than any other place in the world. We're also just a few hours' drive from Washington, DC, the Jersey Shore, and New York City.
- Casual work environment – With a small contribution that goes to one of our many charities, you can even wear shorts and a t-shirt.
- While our work environment is casual, we take our core values very seriously: Customer Care, Integrity, Passion, Accountability, Teamwork, and Communication
- Give you a chance to see what goes on behind-the-scenes at some exotic locations to support our customers
- Life and disability insurance – No one really likes to talk about this but if you need it, you and your family are covered.

What we are looking for from you

- Bachelor's degree in Sales, Marketing or Communications
- Experience in the software or point of sale industries is a plus
- Strong negotiation skills
- The ability to understand complex and technical concepts and communicate them in a way that's simple to follow
- The ability to manage multiple tasks and projects at the same time
- Knowledge of Goldmine is a plus
- The desire to work hard and be a self-starter
- The desire to have fun

Additional Information

Please send your resume and salary requirements to employment@gatewayticketing.com. Extra points will be given for creative cover letters.

And now, for the stuff Human Resources makes us say: We can only accept applicants who have the permanent legal right to work in the United States and are available for an interview in Pennsylvania. Excellent candidates can be relocated. Gateway Ticketing Systems, Inc. does not discriminate in employment matters on the basis of race, color, religion, gender, national origin, age, military service eligibility, veteran status, sexual orientation, marital status, disability, or any other protected class. We support workplace diversity.

