



Job Title: Guest Experience Manager

Department: Facility Operations

Reports to: Director, Event Operations

About FC Cincinnati and TQL Stadium

FC Cincinnati is a professional soccer team that plays in Major League Soccer, having entered the league as its 24th team in 2019. The club's wide and diverse ownership group is led by controlling owner Carl H. Lindner III; as well as managing owners Meg Whitman and Dr. Griff Harsh; Scott Farmer; and George Joseph. Originally founded in 2015 by Lindner III and current president Jeff Berding, FCC began play in the United Soccer League (USL) in 2016. The club won the 2018 USL Regular-Season Championship in record-setting fashion and earned postseason berths in all three of its USL seasons. In 2017, FC Cincinnati also advanced to the semifinals of the Lamar Hunt U.S. Open Cup, a run that included victories over two MLS squads. FC Cincinnati will open the club's privately funded, 26,000-seat soccer-specific stadium in the West End neighborhood of Cincinnati in 2021.

TQL Stadium, home of FC Cincinnati, is one of the most ambitious soccer-specific stadiums in not only North America, but the world. Critically acclaimed firm Populous designed an innovative and forward-thinking stadium that will be one of the largest soccer-specific facilities in Major League Soccer. The \$250 million, privately funded stadium will have a 26,000 capacity, with the closest seats within 15 feet of the field. The design includes 53 traditional suites and 4,500 premium seats throughout four premium club spaces. Additionally, the team's famous supporters' section, The Bailey, will grow to be more than 3,100 strong and loom over opponents at a 34-degree angle at the stadium's north end. A 360-degree canopy roof covers every seat in the stadium, but still allows sufficient sun in to grow a natural grass field. The stadium has five team locker rooms, including a comprehensive team suite for FC Cincinnati that features a dressing room, coach's offices, lounge, equipment storage and the Mercy Health Center of Excellence for the team's medical and game day fitness needs. TQL Stadium meets all current requirements to host CONCACAF and FIFA events, featuring top national teams from around the world, including the U.S. Men's and Women's National Teams, as well as the world's top club teams for friendlies.

Job Summary

Reporting to the Director, Event Operations, the Guest Experience Manager will be responsible for managing the daily operations of the Guest Experience team. This role will be an inspirational role model by challenging and maximizing the strength of the team and aligning their efforts to the competencies and values of the organization. This position demands an innovative thinker that can enhance the guest experience, focus on guest and staff needs, build strong partnerships and be personally accountable for achieving the service culture goal of delivering extraordinary experiences to all our guests at TQL Stadium.

The Guest Experience Manager will possess a strong management presence with highly proficient communication and interpersonal skills. This leader motivates and has a demonstrated ability to successfully manage teams across cultures, lines of business, and varying personalities. This role is responsible for maintaining an environment of collaboration and synergy while also ensuring a world

class experience at TQL Stadium. This position is ideal for an energetic and optimistic professional who thrives on creating positive and memorable experiences, building relationships with others, and enjoys having fun.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Consistently contribute to a first-class guest experience at TQL Stadium which welcomes all guests, exceeds expectations, and empowers our team members and staff
- Develop, create, implement, and deliver comprehensive guest experience programs that focus on the consistent practice of our service culture, competencies, and values
- Create, deliver, and manage Guest Experience training programs for all TQL Stadium staff, team members, and partners
- Develop great relationships and partnerships internally and with our vendor partners to find and implement smarter ways to deliver an outstanding service experience
- Analyze data and guest insights to introduce process improvements and solutions that help solve guests' problems
- Recruit, hire, train, and manage scheduling, deployment, and payroll for Guest Experience event day staff of TQL Stadium (including special events as needed)
- Develop processes to respond to guests' comments in a professional and timely manner, with the focus on providing resolution on the same business day or within 24 hours of receipt
- Create and manage Game Day Staff Briefing program with the focus of providing relevant information and updates to TQL Stadium
- Ensure all service performance metrics are fulfilled by managing measurements such as mystery shops and team member feedback
- Maintain a current and working knowledge regarding local, state, and federal laws and regulations, as well as the MLS, public assembly facilities and general best practices concerning the rights of and reasonable accommodations for persons with disabilities
- Ensure that all ADA related matters are addressed in a prompt and professional manner
- Manage the lost and found program at TQL Stadium
- Perform other duties as assigned

QUALIFICATIONS:

- Bachelor's Degree in Business, Hospitality, or Sports Management or related field of study.
- Minimum of (3) years of professional experience in customer focused leadership role, preferably in a leadership or management role in a stadium, arena, public assembly facility, or hospitality / tourism industry is required.
- Proficiency in Incident Management software preferred.
- Trained Crowd Manager certification preferred.
- CPR/AED/First Aid Certification preferred.
- Experience in developing and presenting adult learning training materials and subject matters across multiple audiences.
- Proficient in Microsoft Office or Google Suites applications.

- Excellent interpersonal, verbal, and written communications skills. Ability to communicate effectively and to convey instructions or information to all levels both orally and in writing.
- Strong organization skills and attention to detail with the ability to multitask.
- Outstanding customer service and interpersonal skills.
- Bilingual in English and Spanish preferred, but not required.
- Must be able to successfully traverse the various levels and areas of TQL Stadium with a strong physical condition and ability to stand, walk, climb, or run for extended periods of time.
- Must be able to work extended hours including nights, weekends, and holidays as necessary.