



**Job Title:** Manager of Premium Service

**Department:** Ticketing & Sales

**Reports To:** Senior Director of Premium & Hospitality

**About FC Cincinnati:**

FC Cincinnati is a Major League Soccer team playing at TQL Stadium in Cincinnati, Ohio. 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 Co-CEO 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 advanced to the semifinals of the Lamar Hunt U.S. Open Cup, a run that included victories over two MLS squads. FCC entered MLS as the 24th team in 2019. FC Cincinnati opened the Club's privately funded, 26,000-seat soccer-specific TQL Stadium in the West End neighborhood of Cincinnati in 2021.

**About TQL Stadium:**

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 is one of the largest soccer-specific facilities in Major League Soccer. The closest seats are within 15 feet of the pitch at the \$250 million, privately funded stadium. The design includes 53 traditional suites and 4,500 premium seats throughout four premium club spaces. FC Cincinnati's supporters' section, The Bailey, has grown 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 TQL 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 office, 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, and within the first year of the stadium's completion has featured both the U.S. Men's and Women's National Teams, including the USMNT's FIFA World Cup Qualification match vs. Mexico.

**Position Summary:**

The Manager of Premium Service reports to the Senior Director, Premium Sales & Hospitality and will assist with all ticket service related functions. This individual will be primarily responsible for servicing existing members, upselling existing members, planning, and executing various hospitality functions. This is a salaried exempt role.

**Primary Responsibilities:**

- Build, retain, and manage relationships with CTI Cincinnati Club members
- Act as the primary point of contact for assigned CTI Cincinnati Club members to ensure first class hospitality during their attendance at all FC Cincinnati events
- Manage and assist in retention campaigns and events CTI Cincinnati Club members
- Act as a liaison between all internal departments to ensure that CTI Cincinnati Club members expectations are met and exceeded
- Contribute to and execute yearlong communication strategy to CTI Cincinnati Club members
- Assists in planning and execution of activation events in the CTI Cincinnati Club
- Assist in the planning, management, and execution of nightly suite, loft, and balcony box rental sales and service campaigns

- Responsible for selling full menu of ticket products with a focus on suite, loge box, and all premium group outings
- Proactively anticipates, comprehends, and resolves CTI Cincinnati club members needs and issues and tactfully handles and resolves them

#### **Skill Requirements:**

- Positive “make it happen” attitude
- Ability to adapt to new tasks quickly
- Strong Word, Excel, and PowerPoint skills
- Excellent written and oral communication and presentation skills
- Strong ability to multi-task, in a fast-paced working environment
- Strong team philosophy: proven ability to work positively, collaboratively, and professionally within a team and across an organization
- An innovated approach and willingness to contribute creative solutions to problems as they arise

#### **Qualifications and Education Requirements:**

- Bachelor’s Degree in business, sports management, hospitality, or a related field
- 2+ years’ experience in a service role with a focus on building relationships and renewing existing clients, preferably within the sports and entertainment industry
- Excellent communication and interpersonal skills and organizational ability
- Ability to work with and maintain highly confidential information is required
- Ability to anticipate problems and implement immediate corrective action
- Ability to work simultaneously with a broad variety of vested interest groups and to foster a cooperative environment
- Ability to perform effectively under significant pressure typically associated with meeting the demands and timetables of the entertainment industry
- Strong orientation towards hospitality/customer service for the meeting and entertainment industry
- Proven time management, organizational, and prioritizing skills
- Must be fully vaccinated for COVID-19 and provide verification of vaccination prior to start date
- Ability to work outside of regular business hours including but not limited to weekends and holidays as required by the FCC game schedule, special events, and projects

#### **Full-Time Staff Benefits & Perks:**

- PTO including vacation time, monthly personal days, sick days
- Holiday time off (including full week of Thanksgiving and week between Christmas and New Year’s)
- Work from home day (by department and schedule)
- Medical, Dental, Vision, Life Insurance, 401k plan with company match
- Short-Term Long-Term Disability
- Employee Assistance Programs
- Discount off merchandise in team store
- Community volunteer opportunities
- Professional development opportunities
- Frequent staff lunches, happy hours, and parties
- Employee recognition programs and referral programs

**Our core values at FC Cincinnati:**

- Create Community Impact
- Be Fan & Brand Focused
- Develop Champions from Within
- Compete as a Team
- FCC For All

*FC Cincinnati is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.*

*Please apply through [TeamworkOnline.com](https://www.teamworkonline.com) and include your resume and salary requirements. Please indicate if you are a West End neighborhood, Cincinnati, OH resident.*