

Associate Director - Premium Experience

Premium Admin, Director of Athletics

- Notre Dame, IN, United States
- Full-time

Associate Director - Premium Experience

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Company Description

The [University of Notre Dame](#) is more than a workplace! We are a vibrant, mission-driven community where every employee is valued and supported. Rooted in a tradition of excellence and inspired by our Catholic character, Notre Dame is committed to fostering an environment of care that nurtures the whole person—mind, body, and spirit. Here, you will find a deep sense of belonging, a culture that prioritizes well-being, and the opportunity to grow your career while being a force for good in the world. Whether contributing to world-class research, shaping the student experience, or supporting the University's mission in other ways, you will be part of a dedicated team working to make a meaningful impact on campus and beyond. At Notre Dame, your work matters, and so do you!

Job Description

Notre Dame Athletics develops and challenges each student-athlete to pursue excellence and serve as a force for good in the world. Our vision is to lead collegiate athletics by defining the integrated student-athlete experience and forming champions. To do this, we are eager to attract, recruit, develop and retain individuals who positively contribute to a collaborative, connected culture where all may thrive.

The University of Notre Dame is more than a breathtaking campus — our strong community, long-standing tradition of excellence, and ability to offer innovative resources and opportunities underscores our #1 ranking on the Forbes Best Large Employer list.

As a prospective member of [Notre Dame Athletics](#), we invite you to apply if you have a shared purpose for our distinctly integrated student-athlete experience, an unrivaled passion for people who propel a dynamic and high performing organization, and a proven record of success in your field.

Step into the heart of game day excitement! This position is all about delivering unforgettable premium experiences for Notre Dame fans and guests. From curating hospitality at football, basketball, and hockey to designing surprise-and-delight moments, you'll be at the center of it all. Working closely with Athletics, Notre Dame Global Partnerships, and campus colleagues, you'll help bring to life the vision for best-in-class premium hospitality year-round.

What You'll Do

- **Drive Premium Strategy:** Assist in developing and executing the overall vision for premium experiences across sports.
- **Create Unforgettable Game Days:** Provide on-site support and manage assigned premium spaces for football, basketball, and hockey events.
- **Lead Club Naimoli Experiences:** Oversee football pre-game hospitality, including event operations, partner fulfillment, F&B coordination, and surprise-and-delight moments.
- **Elevate Basketball Premium:** Lead men's basketball (Club Naimoli and courtside) and women's basketball courtside experiences with seamless service and engaging guest interactions.

- **Deliver White-Glove Service:** Build strong relationships with premium members and prospects through proactive communication, personalized service, and customer retention initiatives.
- **Collaborate Across Teams:** Partner with sales, marketing, ticketing, facilities, catering, security, and event vendors to ensure flawless execution.
- **Innovate Constantly:** Design thoughtful touches, gifting, and memorable experiences that set Notre Dame apart.
- **Support Department Goals:** Contribute to special projects and initiatives led by Strategic Engagement to enhance guest experiences year-round.

#LI-SH1

Qualifications

- **Education Qualifications:** Bachelor's degree (4 years)
 - **Experience:** 3 to 4 years in premium hospitality/seating, annual giving, customer service, retention, events or related area.
 - **Skill Qualifications:** time-management, self-motivated, enthusiastic, task-oriented, critical thinking, problem solver, base knowledge of Paciolan and Salesforce CRM platforms, and customer service oriented.
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Additional Information

Salary: Up to \$48,000

Applications will be accepted until October 16, 2025

At Notre Dame, we know our impact depends on exceptional people, people like you. We are committed to fostering a vibrant, welcoming community. In keeping with our mission, we encourage applications from all who will help build and strengthen our beloved community. We strive to empower every employee to flourish, knowing your success propels Notre Dame to new heights of impact.

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