



General Manager, West Virginia University

ABOUT REVELXP

REVELXP is a premier sports hospitality company. We work with hundreds of college and professional teams and major sporting events to deliver exceptional fan experiences, including full-service tailgates, premium hospitality events and exclusive ticket packages. In addition to managing fan experience offerings, we also provide comprehensive hospitality solutions to our team and event partners with event staffing, event management, premium hospitality management and venue installations.

We are growing at a rapid pace and are looking for goal-oriented, purpose driven, high-energy individuals to join our team!

We created REVELXP to reimagine and redefine game day with memory-making experiences that ignite fan passion, drive attendance, and build loyalty for sports and entertainment brands across the world. We believe that sports play a powerful, community building part in society and we work with the purpose of amplifying the social experience around gameday.

This is why jobs here at REVELXP offer countless ways to create memorable experiences - from hospitality to operations to revenue generation. Our fast-paced, fun environment is what helps us create true partnerships with the professional sports properties we work alongside. The REVELXP team seeks to grow with innovative self-starters who want to be a part of reshaping fan experiences across the nation. We operate along a core set of values that set us apart in how we work and who is a great fit for our team: service, entrepreneurship, and joy.

POSITION SUMMARY

The General Manager is responsible for leading and managing daily operations to achieve business goals and maximize profitability. Other duties also include mentoring team members, setting performance objectives, and ensuring company standards are upheld.

KEY RESPONSIBILITIES

Duties may be added or changed at any time based on business needs, without requiring additional compensation or benefits.

SALES:

- Full oversight of all revenue related activities (tailgates and event rentals), which will include goal setting, forecasting, and the development and execution of sales strategies.
- Active participation in revenue generation including outbound sales, inbound sales, in-person meetings and community development initiatives.
- Responsible for owning and growing relationships with university partners across multiple departments.
- Develop, implement, and oversee the guest communication plan by team for all tailgate and event rental clients.

- Develop a team culture focused on poise, accountability, being detailed orientated and with high attention to hospitality.
- Maintain an intimate familiarity with all financial records and key performance metrics to provide actionable insights to leadership.
- Responsible for Accounts Payable and Receivable for all properties/operations under your purview including tracking and reporting.
- Full ownership of pricing and discounts as approved by Vice President.
- Supervision and development of team members by providing consistent feedback in relation to key performance metrics and company expectations.
- Oversee recruiting and assist with corporate training when needed.
- Supporting company-wide initiatives and encouraging behavior that promotes adoption of initiatives, processes, and policies.

OPERATIONS:

- Strategic planning and trend forecasting
- Budget oversight
- Ensure compliance with company-wide initiatives and processes/improvements.
- Manage and improve current systems including quality control, maintenance, inventory, and process management.
- Event Management: responsible for event layout, design assistance, and oversight of events operations; manage relationships with key vendors including rental, food and beverage partners.
- Asset Management: oversee all aspects related to facility management including warehouse organization and cleanliness, office organization and cleanliness, general facility maintenance and facility services such as cleaning, landscape and pest control; oversee and work with Operations personnel on all aspects of fleet management including cleanliness, maintenance, safety training, and security policy compliance; oversee and work with Operations personnel on all inventory maintenance, asset counts and repair schedules.
- Budget oversight for all expense line items including but not limited to hourly labor, game day expenses and overall office expenditures.
- Public relations and communication
- Become a visible representative of REVELXP by managing community relations with customers, university administration & athletic department.
- Manage all partner relationships with existing partners and key event rental clients.
- Attend community functions with executive management.

KEY ACCOUNTABILITIES

- Demonstrate ability to complete all tasks with a high degree of accuracy, attention to detail, and follow-up.
- Ensure professional, accurate, and timely communication to complete tasks and resolve issues
- Analyze and problem-solve effectively and efficiently
- Work calmly and effectively in a fast-paced environment
- Establish and maintain positive relationships with internal and external customers.
- Maintain a high level of confidentiality in all tasks.
- Possess a high energy, strong desire to achieve top results with a charismatic, positive “can-do” attitude via the phone and in person.
- Use creativity to generate new, useful ideas and put them into practice.

- Maintain a positive attitude and openness to coaching in best practices.

Requirements

MINIMUM QUALIFICATIONS

- Bachelor's degree in business administration or a similar major and/or active progress towards a degree (or equivalent experience) is preferred.
- Knowledge of sports and the excitement surrounding in-person events is a plus.
- Demonstrated effective communication skills in verbal and written forms.
- Demonstrated proficiency in Microsoft Word and Excel.
- Five or more years of supervisory experience, with demonstrated ability to coach team members.