



Toronto Blue Jays

Director, Premium Client & Experience

Overview:

The Director, Premium & Client Experience will lead Toronto Blue Jays Premium Club, Suite and Membership client experience strategy. The Director will refine the current experience in Clubs and Suites, creating a clear vision for premium experience that will ensure exceptional service for members and add value through the delivery and execution of unique benefits and events.

Additionally, the Director will develop sophisticated retention and client service strategies for all Season Ticket Members outside the Clubs & Suites. The Director will be a proven service leader and forward thinker, who will foster a culture of proactive service efforts, with the objective to deliver best-in-class service, while generating meaningful increases in revenue and attendance.

Responsibilities:

- Create and lead vision & strategy for Club, Suite and Membership service and experience.
- Develop strategic plan for delivering a premium gameday experience in stadium for Clubs and Suites, from member entrance to exit
- Develop and execute strategic initiatives to ensure high retention rates and client satisfaction scores.
- Build cohesive service plans that will deliver exceptional client service by creating year-round meaningful relationships that will establish trust and support retention efforts.
- Develop client service standards and expectations that will act as guiding principles for service teams.
- Build member value by developing and executing new, unique experiences and events.
- Implement transparent performance measurement tools focused on quantitative results and behaviors.
- Work collaboratively with Legends (stadium concessionaire) leadership team (VP of Operations, Director of Premium Clubs) to ensure high levels of service and quality with the Premium Club and Suite food service program.
- Collaborate and liaise with internal groups (Fan Experience, Partnerships, Strategy & Analytics) to deliver service excellence to all clients.
- Establish structured personal and professional growth plans for team, including personalized development plans and a regular feedback cadence.
- Prepare, execute, and manage departmental fiscal plans and budgets.
- Motivate and inspire your team to deliver business results while maintaining an inclusive, collaborative culture aligned with the Blue Jays CLEAR values of Collaboration, Learning, Empowerment, Achievement, Respect.



- The Toronto Blue Jays are an event-based business. On site leadership and support during games and events will be key to leading a successful team.

Qualifications:

- 7+ years of client service and/or sales experience in a sports, entertainment, or hospitality business.
- 3+ years of demonstrated success as a people leader.
- Experience creating and executing a vision for a first-class premium experience.
- Previous experience managing event and experience processes.
- A service mindset and passion for creating memorable experiences.
- Proven ability to analyze data and trends that will help inform service strategies and solutions.
- Natural collaborator who works well cross-functionally and in a team environment.
- Excellent verbal and written communication skills; able to effectively interface with clients of all levels, including C-suites and administrators.
- Experience planning and managing both a revenue plan and operating budget while demonstrating fiscal responsibility.
- Must be able to work all Blue Jays games and concerts/events, including evenings, weekends, and holidays as required.

Blue Jays has a strong commitment to diversity, accessibility and inclusion. Everyone who applies for a job will be considered. We encourage individuals from underrepresented groups to apply and join us in shaping the future of our club. Together, we will build a team that reflects the richness of the game and the communities that we represent.

Throughout the recruitment process, we are dedicated to working with candidates who have accessibility needs to ensure they have the necessary support to perform at their best. Questions regarding accessibility throughout the recruitment process can be directed to tbj.careers@bluejays.com.