

JOB TITLE: Service Coordinator, Corporate Partnerships

DEPARTMENT: Corporate Partnerships

ORGANIZATION: Marquee 360

REPORTS TO: Sr. Director, Corporate Partnership Account Management & Activation

FLSA STATUS: Exempt

BEING PART OF THE TEAM

Our business is a team sport that began on a field with baseballs and bats and has evolved into one of the most recognizable brands in sports and entertainment through Cubs baseball and live events. Our success is driven by our people, who work to create and inspire change in an engaging, collaborative and inclusive environment. As a team, we continue to build a culture on and off the field that delivers unforgettable experiences for one another, our fans and community. In support of that effort, we expect associates to work primarily in our office. Are you ready to be part of it?

OUR STORY

MARQUEE 360 is a team built of thinkers, stewards and uniters of strong brands, iconic places and unforgettable experiences in sports, music and entertainment. We don't just sell - we build and find meaningful ways to bring brands, places and people together through unique partnerships, activations, live events and hospitality.

HOW YOU'LL CONTRIBUTE:

The Service Coordinator leads the service, contractual execution, and day-to-day relationship management of assigned Corporate Partnership accounts. With the support of the Sr. Director, Corporate Partnership Account Management & Activation, the Service Coordinator will be tasked with achieving the goals and objectives identified by the Corporate Partner while providing exceptional customer service. Additionally, the Service Coordinator will work directly with the Sr. Director, Corporate Partnership Account Management & Activation on planning and executing first class partner events throughout the course of the year.

THE DAY-TO-DAY:

- Achieve service satisfaction targets for the Chicago Cubs in assigned Corporate Partnerships while managing costs within budget
- Uncover and document partners' key initiatives and priorities through interactions at appropriate levels of the assigned category/accounts.
- Act as the day-to-day client point of contact with assigned accounts
- Oversee and ensure execution of all contractual assets for assigned accounts
- Provide insights to partners that enable them to drive value and grow their business
- Develop and maintain a high level of partner satisfaction through consistent high quality interactions with partner leadership
- Proactively monitor and escalate service issues and anticipate needs
- Maintain select departmental partner contact lists
- Plan & execute best in class hospitality events for partners

WHAT YOU'LL BRING:

- Bachelor's Degree from an accredited 4-year university
- Proven rapid responsiveness, including proactive management between company/organization and client(s)
- Ability to energize, develop and build rapport at all levels within an organization
- Excellent interpersonal communication and presentation skills
- Ability to work collaboratively with a variety of highly motivated sales & service professionals
- Ability to work a non-traditional schedule to include evenings, weekends, and holidays as needed

WHAT SETS YOU APART:

- Prior corporate partnership experience, either with a team, property, or agency
- Deep knowledge and appreciation of the Chicago brand and history, along with general sports market and corporate partnerships
- Ability to anticipate clients' needs and proactively find solutions
- Experience using tools such as SalesForce, Nielsen Sports, GumGum, Zoomph, SponsorUnited, etc.

TOTAL REWARDS:

- On-site parking
- Transit benefits
- Paid time off: Personal, Sick & Vacation Time
- Casual work attire environment
- Complimentary Meal & beverage plan
- Cubs home game ticket allotment
- Access to campus wide Wrigley Field events & pre-sales
- 401K Plan Employee Contribution & Employer Match
- Benefit Plans: Medical, Dental, Vision & Life Insurance
- Health & Wellness engagement & programming
- Variety of associate special events, volunteer opportunities and partnership discounts
- Access to online associate recognition & rewards platform
- Tuition Reimbursement

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