

CHICAGO CUBS POSITION DESCRIPTION

JOB TITLE: Assistant Director, Guest Services
DEPARTMENT: Event Operations
REPORTS TO: Director, Event Operations
FLSA STATUS: Exempt

ROLE

This position is responsible for the implementation and oversight of the planning, organization, management and execution of guest services and game operations at Wrigley Field. The Assistant Director, Guest Services & Game Operations will deliver “best-in-class” service to all guests of Wrigley Field by designing and implementing policy, procedure, rewards and recognition, and performance management, as well as overall Guest Services functions for all Wrigley Field Events. These responsibilities support the guest service strategy for the organization, and help oversee the guest services ambassadors, premier service ambassadors, exterior operations ambassadors. As part of the Event Operations team, this role will be responsible for delivering best-in-class service to all internal and external clients.

RESPONSIBILITIES

- Assist in the design and lead implementation of company strategy to deliver “best-in-class” guest service, providing feedback to advance and augment Cubs approach to service delivery
- Champion our “best-in-class” guest service initiative and, under the direction of the Director, Event Operations, develop, enhance, and deliver supporting programs to all Wrigley Field event associates
- Manage and lead the Manager, Event Operations and Coordinator, Event Operations while leading the event operations team (approximately 550 seasonal personnel) to ensure a high level of customer service delivery - including operating within policy and adhering to all guest services procedures
- Using data and research, continuously and strategically identify key drivers of guest and employee satisfaction
- With the support of human resources, oversee the selection, training, rewards and recognition, and performance management of guest services, premier services and exterior operations personnel
- Support the planning and execution Major Events at Wrigley Field, serving as the representative of event operations management when needed
- Assist in the creation and lead the delivery of service initiatives, policy, and procedure including production of fan-facing collateral material and employee handbooks
- Lead service delivery for all Wrigley Field events with a focus on baseball games
- Utilizing the ABI scheduling tool, direct the scheduling process for guest services, premier services, and exterior operations personnel required for Wrigley Field events
- Recommend updates to the labor utilization model based on observations and effectiveness levels

- Review and investigate incident reports and execute follow-up of guest service issues
- Oversee ADA and accessibility services for Wrigley Field guests, including contributing to development of collateral materials and communication of accommodations and transportation options
- Identify trends and opportunities to enhance the guest experience and assist in the development and lead the execution of improvement programs
- Using data and research, continuously and strategically identify key drivers of guest and employee satisfaction
- In all aspects of job performance, demonstrate a service-oriented attitude along with outstanding guest service skills and a bias for action
- Implement and execute customer service initiatives, Wrigley Field policies and staff procedures
- Oversee guest services, premier services, and exterior operations interests for Wrigley Field events including decisions related to conflict resolution and service recovery
- Responsible for performance management and recognition and rewards of event operations associates

REQUIRED QUALIFICATIONS

- 4-year undergraduate degree at an accredited university or college in the field of Business, Hospitality, Social Sciences, or Communications
- Minimum of 5 years' experience in large venue event management and guest services, including direct supervision of full-time personnel, conflict management, rewards and recognition, event guest services best practices, and performance management
- Demonstrated passion and ability to deliver a high level of service to internal and external clients
- Strong leadership and personnel management experience with the ability to coach, mentor and motivate a diverse workforce
- Demonstrated ability to be creative and seek proactive solutions to problems and situations before and/or after they arise with minimal supervision
- Prior experience developing operating procedures and policies
- Ability to manage highly stressful and volatile situations, including arguments, fights, and medical emergencies
- Ability to work non-standard hours, including evenings, weekends, and holidays as needed
- Experience with budget oversight and general accounting/finance
- Knowledge of Microsoft Office products

PREFERRED QUALIFICATIONS

- Advanced degree
- Experience with ABL scheduling tool, ISS event management software, Workday and Salesforce
- Experience in guest services and a high-end hospitality environment