



Position Title: Director, Guest Services
Department: Guest Services
Reports to: Senior Director, Guest Services
FLSA Status: Exempt/ Salary
Union Code: Non-Union
Minimum Pay Rate: \$105,000
Maximum Pay Rate: \$120,000

SUMMARY:

ASM Global is the world's leading venue management company and producer of live event experiences. With over 350+ premier venues spanning worldwide, we operate and invest in the world's most important stadiums, arenas, convention centers and theaters, including entertainment districts and mixed-use developments. Beyond the walls of our venues, ASM Global is on the ground, working to invest in people, strengthen our communities, and protect the environment.

The Director of Guest Services is the gatekeeper for providing a world class entertainment experience. This dynamic leader will be responsible for supporting the Sr. Director of Guest Services to develop and execute the implementation of all Guest Service plans for all arena events. He or She will support the overall business objectives of Barclays Center. The incumbent will be a change agent with performance management experience and a strong passion to deliver operational excellence. This individual is a natural integrator and solution oriented who has experience driving and motivating results with large teams.

ESSENTIAL DUTIES & RESPONSIBILITIES: What You Will Do

- Enforce a vibrant customer-focused culture by rallying together key-stakeholders, ASM Global employees, as well as all of the organization's business partners and their personnel.
- Train Guest Service managers and model how to maintain safety of all guests, employees, clients, and performers at all Barclays Center events by enforcing and regulating venue security policy and procedures through the Guest Services team.
- Aid in directing Guest Services staff in managing large crowds under constantly changing event environments.
- Support the Sr. Director in managing the Guest Services Department via encouraging and tactful leadership, training, support, and guidance. Empower Sr. Managers & Managers, to lead, coach, mentor, and performance management all Guest Services employees.
- Resolve any escalated complaints/concerns. Have a pro-active approach to prevent any negative guest experience.
- Enforce all arena rules, regulations, policies, and procedures. Ensure compliance with American with Disabilities Act (ADA) during events.
- Prevent/resolve employee related issues by working in conjunction with AEG human resources, the Union representative, and employee. Directs supervisor team to ensure employee compliance with Barclays Center policies and procedures as well as the Local union contract.
- Support the management & execution of the departmental budget and business plan. Aid Sr. Director in having overview of expenses within annual approved department budget including

but not limited to researching, reviewing, and recommending training, uniforms, equipment, materials, and supplies required for the Event & Guest Services department.

- Facilitate a strong relationship with Human Resources to ensure the Guest Services team is able to recruit, interview, select, and train Guest Services staff according to established guidelines.
- Plan and lead operational meetings as required, ensuring smooth coordination of Guest Services.

CANDIDATE PROFILE: Who You Are

- A Guest Experience subject matter expert with a minimum of 7 years of related work experience in customer/guest service experience in a sports/live entertainment facility (i.e. theatre, arena, sports venue, concert venue, stadium).
- Curious leader who has a BA/BS in Sports Management, Communication, or related area.
- Experience in event planning and/or event execution experience in sports/live entertainment facility.
- Has a minimum of 5 years Leadership experience.
- 5+ years of practice creating and teaching/delivering effective employee training programs, preferably in the area of customer service.
- An enthusiastic leader who's managed union and non-unionized employees.
- Interactive leadership, can stand/walk for long periods of time and have the ability to lift 30 lbs.
- Able to teach others how to use all Microsoft Office Programs and employee scheduling systems

KEY COMPETENCIES: Skills You Possess

- Extraordinary leadership skills. Ability to deal effectively with human resources and personnel problems; to deal constructively with conflict; to motivate, provide counsel and execute applicable solutions.
- Responsible for the policies, systems and processes that provide a strong foundation and support the company culture
- Ability to apply conflict resolution and problem-solving skills in a team-oriented environment
- Exceptional experience in leading, motivating and developing employees
- Dynamic communicator and cross-organizational collaborator
- Inspire and influence teams across the company to work together towards common goals

ASM Global reserves the right to change or modify the employee's job description whether orally or in writing, at any time during the employment relationship. ASM Global may require an employee to perform duties outside his/her normal description.