



REVELxp - Deputy General Manager, Stanford 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 Deputy General Manager is responsible for managing daily operations and expanding local business to achieve business goals and maximize profitability. Responsibilities include overseeing and implementing specific objectives for a property or group of properties, building and maintaining external relationships, acting as a strong deputy in the absence of the GM, and ensuring company standards are upheld.

The Deputy General Manager exhibit self-motivation and strong management skills, ensuring seamless operations and meeting revenue targets. A high-performing Deputy General Manager performs effectively in energetic, high-pressure environments and exhibits excellent problem-solving and decision-making abilities.

The Deputy General Manager reports to the General Manager in executing company objectives at assigned properties.

Key Responsibilities

Primary duties to include, but not limited to the following:

Sales:

- Oversight of revenue related activities (tailgates and event rentals), including developing and executing local sales strategies and prospecting new leads.
- Active participant in revenue generation including outbound sales, inbound sales, in-person meetings and community development initiatives.
- Ownership and growth of relationships with university partners across multiple departments and full-season buyers.
- Determining details for areas of oversight to include in the guest communication plan for all tailgate and event rental clients to ensure client satisfaction.
- Maintain an intimate familiarity with all financial records and key performance metrics to provide actionable insights to leadership.
- Responsible for managing Accounts Payable and Receivable for all accounts under your purview, including constant tracking and reporting.
- Negotiate and design event rental and tailgate special events

Operations:

General

- Manage and improve current systems including but not limited to quality control, maintenance, inventory and process management and document control.
- Track and speak to a budget of expenses under your oversight.
- Act as the next in line to answer immediate questions or needs from partners or staff in the absence of the General Manager.

- Embrace and promote positive improvements and company initiatives with a mindset of continuous improvement.
- Ensure compliance with company-wide initiatives and processes/improvements
- Represent REVELXP by managing community relations with customers, university administration, and athletic department.

Event Management

- Source and manage relationships with key vendors, including rental and food and beverage partners.
- Overseeing areas of oversight on game day to ensure customer and client satisfaction.
- Make sound, quick problem-solving decisions.
- Serve as an event lead in the absence of a general manager or event manager, overseeing all aspects of event day from open to close, including load-in, client support, vendor management, staff training, and load-out.
- Visit and perform “tent touches” with tailgate guests to build and sustain relationships.
- Tailgate guest problem resolution before, on and after game day.

Requirements

Minimum Requirements

- Degree in business administration or similar.
- Strong interpersonal and communication skills.
- Effective problem-solving abilities.
- Attentive to details and good observation skills.
- An ability to deliver constructive criticism in a positive manner.
- Proficient in computer skills and basic math skills.
- Ability to identify opportunities for improvement and provide coaching where necessary.
- Strong organization, follow-up, with a high attention to detail.

- A passion and ability to lead and serve others.

Physical Requirements

- Ability to stand and walk for extended periods during events
- Ability to lift and carry items up to 50 pounds (e.g. event materials)
- Ability to bend, stoop, and reach
- Manual dexterity to handle event materials and technology
- Ability to work in varied environmental conditions, including outdoor spaces
- Good visual acuity and attention to detail
- Ability to travel to event sites, including international, as needed

Work Environment

- Combination of office and on-site event environments
- Fast-paced conditions during live events
- Frequent interaction with clients, vendors, and large groups
- Ability to work weekends and evenings