

CHICAGO CUBS POSITION DESCRIPTION

JOB TITLE: Coordinator, Event Operations
DEPARTMENT: Event Operations
REPORTS TO: Manager, Event Operations
FLSA STATUS: Non-Exempt

ROLE

Under the direction of the Manager, Event Operations, this position is responsible for providing guest services and event operations support for all event types on Wrigley Field's campus including baseball games, concerts, large scale events and public events. The role will assist in the delivery of a world-class guest experience through superior customer service, innovative event design and consistent operations execution.

RESPONSIBILITIES

- Assist in the administrative support of approximately thirty-five (35) Supervisors and approximately five hundred (500) frontline associates
- Assist in the planning and execution of event operations including guest services, parking, operational design and service recovery
- At the direction of functional leadership, maintain event data, incident reports, fan feedback and review/investigate event activity identifying incidents requiring resolution
- Support preparation of relevant reporting
- Support and assist with the recruiting, selection, training, performance management, and rewards and recognition of frontline associates
- Assist in the implementation of enhanced accessibility services for all relevant Wrigley Field events

REQUIRED QUALIFICATIONS

- 4-year undergraduate degree at an accredited university or college in the field of Business, Engineering, Social Sciences, or Communications
- At least two years experience in events and/or operations
- Demonstrated ability to positively interact, influence and motivate client and internal team
- Demonstrated passion and ability to deliver a high level of service to a diverse set of clients
- Ability to manage highly stressful and volatile situations, including arguments, altercations and medical emergencies
- Knowledge of Microsoft Office software

PREFERRED QUALIFICATIONS

- Advanced degree
- Experience in mass behavior management, human resources/personnel management, and/or stadium/auditorium management
- Experience with ABI scheduling tool, ISS event management software, Workday and Salesforce

- Self-starter – intrinsically motivated and able to motivate others