



REVEL^{XP}

REVELxp - General Manager, Texas Tech 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 General Manager is responsible for leading and managing daily event operations for all tailgating events and event rental operations. Other duties also include mentoring team members, setting performance objectives, and ensuring company standards are upheld. A successful General Manager is able to perform efficiently in a high-pressure environment, demonstrate excellent problem-solving and decision-making skills and lead and manage people, ensure operations run smoothly, and achieve revenue targets.

The General Manager reports to the Regional Vice President.

Key Responsibilities

Primary duties include, but are not limited to:

Sales:

- Full oversight of all revenue related activities (tailgates and event rentals), which include goal setting, forecasting, and the development and execution of sales strategies.
- Active participant in revenue generation including outbound sales, inbound sales, in-person meetings and community development initiatives.
- Responsible for owning and growing relationships with university partner across multiple departments.
- Craft, implement, and oversee guest communication plan for all tailgate and event rental clients.
- Develop a team culture focused on poise, accountability, detail oriented and with high attention to hospitality.
- Maintain an intimate familiarity with all financial records and key performance metrics to provide actionable insights for leadership.
- Own Accounts Payable and Receivable for all properties/operations under your purview including tracking and reporting.
- Full ownership of pricing and discounts as approved by Vice President.
- Responsible for managing and developing all team members reporting into you.
- Provide consistent feedback to staff in relation to key performance metrics and company expectations.
- Oversee recruiting, development of all team members and assisting with corporate training when needed.
- Supporting company-wide initiatives and encouraging behavior that promotes adoption of initiatives, processes, and policies.

Operations:

- Strategic planning and trend forecasting
- Budget oversight
- Ensuring compliance with company-wide initiatives and processes/improvements
- Manage and improve current systems including quality control, maintenance, inventory, and process management.
- Event layout, design assistance, and oversight of events operations

- Manage relationships with key vendors including rental, food and beverage partners.
- Oversee all aspects related to facility management including warehouse organization and cleanliness if applicable, office organization and cleanliness, general facility maintenance and facility services such as cleaning, landscape and pest control.
- Oversee and work with Operations personnel on all aspects of fleet management including cleanliness, maintenance, safety training, and security policy compliance.
- Oversee and work with Operations personnel on all inventory maintenance, asset counts and repair schedules.
- Budget oversight for all expense line items including but not limited to hourly labor, game day expenses and overall office expenditures.
- Public Relations & Communication
- Serve as a visible representative of REVELXP by managing community relations with customers, university administration & athletic department.
- Manage all partner relationships with existing partners and key event rental clients.
- Attend community functions with executive management.

Requirements

Minimum Requirements:

- Bachelor's degree in business administration, or similar, from an accredited four-year college
- Strong interpersonal and communication skills
- Proven problem-solving abilities
- Ability to manage others
- Ability to coach and deliver constructive feedback with diplomacy
- Proficient in computer skills and basic math skills
- A passion and ability to lead and serve others
- Effective problem-solving abilities with the ability to work independently and as a team
- Strong organization, follow-up, with a high attention to detail.

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