



The Los Angeles Dodgers currently have a job opportunity for a **Coordinator, Premium Service**. Following you will find a brief description of the job and application process. For additional information, please contact TalentRelations@ladodgers.com.

Title: Coordinator, Premium Service
Department: Premium Sales & Service
Status: Full-Time
Pay Rate: \$24.00/hour + Commission/Bonus*
Reports to: Director, Premium Sales & Service
Posting Date: February 26, 2025
Deadline: March 2, 2025

**Compensation rates vary based on job-related factors, including experience, job skills, education, and training.*

The Coordinator, Premium Service at the Los Angeles Dodgers is dedicated to managing the overall guest experience in the Lexus Baseline Club, Yaamava' Dugout Club, Stadium Club Boxes and Bank of America Club Suites. This role focuses on delivering a distinctive and personalized guest experience, guaranteeing smooth account renewals, managing administrative duties, and closely partnering with the Premium Sales and Service team to maintain clients and drive investment growth, delivering exceptional Premium Service.

Essential Duties/Responsibilities:

- Manage and cultivate relationships with all Premium Season Ticket Members and event buyers, addressing inquiries and special requests to ensure exceptional service.
- Oversee a small book of business, focusing on new member satisfaction and package growth.
- Serve as the primary point of contact for Premium Clients, managing ticketing, payment, day-of-event needs, and other administrative requirements.
- Assist in planning and executing client trips, events, and gifting, ensuring memorable and unique experiences for Premium Clients, with a focus on events happening at Dodger Stadium.
- Offer comprehensive administrative assistance to the department, guaranteeing seamless operations in daily activities.

- Execute service initiatives within Salesforce, including renewal campaigns, touchpoint execution, new client onboarding, etc.
- Collaborate with the Premium Service team to recruit Premium Representative Game Day Team members including interviewing, training, and managing.
- Foster strong interdepartmental relationships with various departments and vendors within Dodger Stadium.
- Manage ancillary events at Dodger Stadium involving Premium areas, such as concerts and other sporting events.

Game Day Assignments:

- Ensure Premium areas are appropriately prepared for every event, overseeing staff and providing necessary documentation.
- Supervise Premium Seating touchpoints, including purchased items, special requests, and client activities and activations.
- Assist in supervising game day occurrences, addressing operational issues, ticket problems, client requests, executive needs, and game day staff requirements.
- Assist with Premium Service Representative team management, development, and satisfaction.

Basic Requirements/Qualifications:

- Bachelor's degree in a business-related field.
- 2+ years of experience working in a full-time capacity supporting luxury customer service or season ticket membership role.
- Must be willing and able to occasionally move equipment weighing up to 25 pounds.
- Must be willing and able to occasionally move about to access various areas of the stadium and remain standing for extended periods of time.
- Must have a valid driver's license with verifiable safe driving record.
- Excellent communication and interpersonal skills, with the ability to connect with a wide range of people.
- Previous experience with Salesforce.
- Strong planning, organization, and administrative skills, with excellent attention to detail.
- Adaptable with the ability to problem-solve and multitask effectively.
- Availability to work nights, weekends, and holidays as related to Dodgers Baseball and events calendar.

Current Los Angeles Dodgers employees should apply via the internal job board in UKG by following these prompts:

MENU > MYSELF > MY COMPANY > VIEW OPPORTUNITIES > select the position > CONSENT > APPLY NOW

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