



ELEVATE

CIRCUIT OF THE AMERICAS | ELEVATE SPORTS VENTURES
PREMIUM SERVICE EXECUTIVE

ABOUT CIRCUIT OF THE AMERICAS

Experience the unfiltered thrill of being alive at Circuit of The Americas, in Austin, Texas. Watch the racing world's most elite competitors negotiate our acclaimed 20-turn course, white knuckling their way around the greatest circuit in the world. Raise your voice and dance with tens of thousands of fans as the hottest musical acts perform live at Austin's largest outdoor music venue. Stand Texas-tall on top of our 250-foot Observation Deck (the most Instagram'ed place in Texas) and get a VIP view of top racing action that is viewed by over 200 million people from around the world each year. Home of the U.S. Grand Prix, the 1,500-acre campus offers driving experiences including COTA Karting and the Audi Driving Experience, as well as expansive meeting and hospitality spaces with over 150,000 square feet of meeting space, including a conference center and ballroom designed for large group, private or corporate events.

ABOUT ELEVATE SPORTS VENTURES

Elevate Sports Ventures is a best-in-class sports, entertainment, and brand agency that provides proven and innovative solutions in hospitality and partnership sales, marketing, data and analytics insights, and brand representation to organizations across the global sports and entertainment landscape. Formed in partnership between the San Francisco 49ers, Harris Blitzer Sports & Entertainment (HBSE), Oak View Group (OVG), and Ticketmaster/Live Nation in 2018, Elevate is spearheading the most prestigious and dynamic new stadium and redevelopment projects in the world, including the Seattle Kraken's Climate Pledge Arena, the New York Islanders' UBS Arena, and Co-op Live in Manchester, England. Highlights among 30+ other clients and current projects include the USGA, USTA, St. Louis CITY SC, FIFA World Cup 2022, and EuroLeague Basketball.

PREMIUM SERVICE EXECUTIVE – OVERVIEW

The role of Premium Service Executive reports to the Director of Premium Sales & Service and is tasked with supporting premium revenue retention through best-in-class customer service for races and events at Circuit of the Americas. Premium inventory at COTA is centered around a vast offering of private and shared hospitality spaces, including suites and a menu of exclusive seating experiences ranging from all-inclusive club seating in private lounges to reserved seats on the track. Premium service is responsible for providing service and support to all private and shared hospitality clients and PSL members toward the ultimate goal of achieving guest satisfaction and long-term retention.

RESPONSIBILITIES

- Quickly respond, resolve and proactively anticipate customer challenges, complaints, requests, and inquiries from private & shared hospitality clients and PSL members.
- Support premium service team to meet or exceed assigned service goals for menu of premium products and database of clients and members.
- Support member retention by regularly building pitches and presentations for the premium service team to deliver via direct-meeting and live events, external appointments, and video conferences.
- Actively research and analyze new technology, trends, developments within the league and industry to improve our service strategy and product portfolio.
- Aid Director of Premium Sales & Service in the regular reporting and evaluation of service pipelines, existing customer engagement, and category client depth to help retention and to meet excellent customer service requirements.
- Effectively qualify incoming service calls from members and clients for immediate and future handling.
- Assist Director of Premium Sales & Service in the planning, development and activation of premium product service at COTA.
- Aid Director of Premium Service in developing structure, planning, and implementation all outbound premium service programs and campaigns, including product launches, and service-oriented events.
- Contribute positively to a competitive service team culture and participate in service team meetings and training sessions



- Represent COTA professionally at all team appearances and events.

QUALIFICATIONS

The qualifications listed below represent the credentials necessary to perform the essential functions of this position. To be successful in this position, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

A. Education and/or Experience

- Bachelor's degree, or equivalent experience strongly preferred
- 1-2 years in premium or ticket service is a big plus
- Javascript, HTML, CSS experience is preferred
- CRM experience is a plus
- Photoshop skills are a plus

B. Knowledge/Skills/Abilities

- Must have the ability to maintain professional behavior and appearance;
- Must have a strong sense of self-awareness and emotional intelligence, strong interpersonal conflict resolution, and problem-solving skills;
- Must have good decision-making skills, solid judgment and interpersonal effectiveness;
- Must be self-directed and able to work independently;
- Must have truly outstanding customer service and interpersonal communication skills;
- Must possess strong communication skills; must be comfortable with engaging in a variety of different communicative modes (verbal, non-verbal, and written) and being attuned to others through strong, active listening skills;
- Must have an interest and ability in serving others as one of the primary functions of their job;
- Must be flexible & reliable team player, both within own department and within company as a whole;
- Must be able to identify problems, their sources, and their potential solutions while continuing to successfully conduct day-to-day operations without interruption;
- Must be commercially focused on achieving and surpassing revenue goals within a highly service focused organization

C. Certifications

- None required

POSITION DETAILS:

- Full Time, Exempt
- Medical, Dental, Vision, Life, Short-Term & Long-Term Disability Insurance + FSA, HSA, and more
- 401k Employer Match after meeting eligibility requirements
- Unlimited PTO

WORKING CONDITIONS

- Travel Requirements
 - This position may require a limited amount of travel on rare occasions
- Physical Demands
 - This position requires the ability to lift up to 10 pounds
- Work Environment
 - The incumbent primarily works in an office environment, however, is expected to attend all events



This position is open to all qualified candidates. If you need assistance or an accommodation due to a disability in connection with the application process, you may contact us at HR@elevatesv.com.

We are proud to be an equal opportunity/veterans/disabled/ LGBT employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. All employment is decided on the basis of qualifications, merit and business need, without regard to race, color, religion, gender, sexual orientation, national origin, disability status, protected veteran status, genetic information, or any other characteristic protected by applicable law.