



Date: Wednesday, October 20, 2021

## Premium Services Coordinator

### BE A PART OF THE KENTUCKY DERBY, OAKS, AND THE TRANSFORMATION OF A LEGENDARY RACETRACK!

Churchill Downs Racetrack ("CDRT"), the world's most legendary racetrack, has been the home of The Kentucky Derby, the longest continually held annual sporting event in the United States, since 1875. Located in Louisville, CDRT features a series of themed race days during Derby Week, including the Kentucky Oaks, and conducts Thoroughbred horse racing during three race meets in the Spring, September, and the Fall. CDRT is located on 175 acres and has a one-mile dirt track, a 7/8-mile turf track, a stabling area, and provides seating for approximately 60,000 guests. The saddling paddock and the stable area has barns sufficient to accommodate 1,400 horses and a 114-room dormitory for backstretch personnel. CDRT also has a year-round simulcast wagering facility.

Churchill Downs also recently announced three major multi-year capital investments to transform key areas at the home of the Kentucky Derby. These projects will ultimately provide new, unique and extraordinary guest experiences in the coming years. Plans include the debut of a new project each year over the next three years, beginning with the Homestretch Club for Kentucky Derby 2022, the Turn 1 Experience for Kentucky Derby 2023, and culminating with a Paddock area redesign for the 150th running of the Kentucky Derby in 2024.

"These improvements will blend 147 years of tradition with an updated atmosphere that celebrates our storied past and ushers in a spectacular future for Churchill Downs." – Churchill Downs Racetrack President - Mike Anderson

### Description

This position will support the Churchill Downs® Racetrack Premium Services Director and Premium Services Manager in fulfilling the hospitality needs of premium ticket customers, by supporting and organizing the delivery of superior customer service leading up to, and during, event race days.

### Essential Duties

Includes, but is not limited to, the following:

- Assist Director of Premium Sales & Services and Manager of Premium Services in the execution of ticket agreements and facilitation of event race day logistics and service amenities
- Serve as liaison between Director of Premium Sales & Services and Manager of Premium Services, to internal departments and service vendors to ensure proper implementation of hospitality services
- Assist in management and organization of records, files and documents detailing individual client needs
- Support the management of accounting details including the development of invoices and the collection of payments

- Oversee product orders, service orders and reservations with vendors and hospitality providers accommodating premium ticket customers (e.g. gifting, event day entertainment, lodging reservations, transportation providers, restaurants, etc.)
- Coordinate the fulfillment of ticket distribution to premium clients
- Support Director, Manager and concierge teams in executing race day events and special events for premium ticket customers
- Represent Churchill Downs during site surveys, client events and race events; providing excellent customer service at all times

### **Supervisory Responsibilities**

- None

### **Education, Experience, Skills and Abilities**

- Bachelor's degree (B.A.) from four-year college or university
- 1-3 years of professional experience in hospitality or a related field
- Alternatively, equivalent combination of education and experience

### **Required Qualifications**

- Demonstrated passion for hospitality and/or the racing & entertainment industry
- Collaborative, team player attitude
- Excellent oral and written and communication skills
- Creative problem solver
- Ability to collaborate with a cross functional team
- Ability to prioritize and manage multiple tasks simultaneously
- Proficient in Microsoft Office & Excel
- Ability to learn new software, specific to ticketing and CRM systems

### **Preferred Qualifications**

- Professional experience

### **Working Conditions**

Weekend and evening work required during live racing meets. Working conditions are normal for an office environment. Must be able to maneuver around the racetrack and withstand hot/cold conditions.