Assistant Director of Guest Services

Definition of Class
This is a professional position in which the incumbent is responsible for managing events in the athletic premium seating clubs and suites for game days and special events. Duties include scheduling and executing events held in the premium areas, hiring, training and managing staff, coordinating security and facility needs and the services of vendors, and serving as a liaison to suite/skybox holders. This position reports to the Assistant Athletic Director of Game Operations.

Examples of Work Performed
Oversees approval of game day staffing plans and manages the seasonal budget.

Coordinates the work of vendors who provide services for game day and special event to include cleaning, catering, security, and ticketing staff, etc.

Maintains a master event calendar and manages aspects of events from initial inquiry to completion.

Develops recruiting plans for student assistants and coordinates the selection process for student hires.

Recruit, trains and manages the assignments for student interns and assistants working in-office, special events and game day assistance.

Disseminates large mail-outs and email blasts to club and suite/skybox holders.

Compiles and executes correspondence with club/suite/skybox holders to include letters, policy manuals, menu forms, payments, surveys, etc.

Participates in meetings with event security and facility management to assesses security protocols and maintenance needs for athletic venues.

Generates post-games reports and facilitates resolution of any concerns regarding game day experiences.

Collaborates with catering services to create and critique menus in an effort to ensure satisfaction of the club and suite/skybox holders.

Directs and manages activities of game day employees assuring all tasks are completed and problems are resolved appropriately.

Generates communication packets specific for each athletic venue needs and assists with dissemination of annual season ticket information.

Ensures all assigned tasks are in compliance with University, SEC Conference, and NCAA rules.

Performs similar or related duties as assigned or required.
Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Executes and manages events in the athletic premium seating clubs and suites for game days and special events.

2. Hires, trains and directs the work of staff and vendors providing services in the athletic premium seating clubs and suites for game days and special events.

3. Serves as a liaison to suite/skybox holders.

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Physical Exertion: The incumbent may be required to lift up to approximately 25 pounds.

Vision: Requirements of this job include close vision.

Speaking/Hearing: Ability to give and receive information through speaking and listening.

Motor Coordination: While performing the duties of this job, the incumbent is frequently required to sit; stand; walk; and use hands to finger, handle or feel objects, tools or controls. The incumbent is periodically required to talk and hear. The incumbent is occasionally required to reach with hands and arms; and stoop, kneel, crouch or bend.

Experience/Educational Requirements:

Education: Bachelor’s Degree from an accredited four-year college or university.

AND

Experience: Three (3) years of experience related to the above described duties.

Substitution Statement: Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources

Interview Requirements
Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

Rev. 06/19/2015
The University of Mississippi is an EOE/AA/Minorities/Females/Vet/Disability/Sexual Orientation/Gender Identity/Title VI/Title VII/Title IX/504/ADA/ADEA employer”