

ASSISTANT GENERAL MANAGER of CLIENT SERVICES - Publix Sports Park

Sports Facilities Management, LLC

LOCATION: Panama City Beach, FL

DEPARTMENT: BUSINESS DEVELOPMENT

REPORTS TO: GENERAL MANAGER

STATUS: FULL-TIME (EXEMPT)

ABOUT THE COMPANY:

Publix Sports Park ("PSP") is a premier sport, recreation and entertainment destination focused on improving the health and economic vitality of Panama City Beach, Florida. You will be joining a championship level team focused on fun, fulfillment and service built to enrich the community as well as your career and personal growth.

Publix Sports Park is managed by Sports Facilities Management, LLC, part of The Sports Facilities Companies ("SFC") family of companies. SFC is the nation's leading resource for managing and developing sports, recreation, wellness, and events facilities. We provide a highly collaborative and supportive culture that raises our team members to new levels of career growth. Together, we will carve a path in a hyper-growing industry where you will enjoy the journey and learn from the industry's best while having some fun.

SFC was awarded national recognition as a Top Workplace and is considered a workplace of choice. Our mission-focused company is highly entrepreneurial, team-oriented with a culture centered on collaboration, accountability, excellence, and service. We are growing rapidly and looking for high performers at every level to grow with us.

POSITION SUMMARY:

The Assistant General Manager - Client Services (AGM-CS) is responsible for event management, local league & local business development activities at the complex. This position provides leadership, direction, and training for the event management and local business development staff. The AGM-CS will work closely with the Assistant General Manager - Operations (AGM-Ops) to ensure a seamless experience for outside event owners, members of the Company's leadership team, other stakeholders and the leadership team at Visit Panama City Beach (VPCB). Additionally, the AGM-CS is responsible for maintaining a close, productive relationship with the various departments of Visit Panama City Beach that

have direct responsibility at PSP, including the Sports Marketing Department (responsible for sports tourism sales, social media, and website activities for PSP), the Marketing Department (responsible for marketing and public relations support for PSP), and the Tourism Development Department (responsible for sponsorship activities at PSP).

PRIMARY RESPONSIBILITIES WILL INCLUDE, BUT ARE NOT LIMITED TO THE FOLLOWING:

- Assists Complex General Manager and VPCB in determining annual and gross-profit plans by forecasting and developing annual sales quotas for programs; projecting expected sales volume and profit for existing and new products; analyzing trends and results; establishing pricing strategies; recommending selling prices; monitoring costs, competition, supply and demand.
- Conduct sales activities for local events and league play to ensure the facility achieves its financial goals for non-tournament usage.
- Responsible for the planning and execution of all events occurring at PSP.
- Maintain relationships with Event Rights Holders and local users
- Work Closely with VPCB's Sports Marketing, Tourism Development and Marketing Teams on mutually established goals and objectives.
- Communicate the needs and expectations of Event Rights Holders to the PSP's staff to ensure the mutual success of all activities taking place at the park.
- Build a good overall knowledge and understanding of the events in the company portfolio, their operational aims and their revenue streams
- Protect organization's value by keeping information confidential
- Serve as Manager-On-Duty ("MOD") as required
- Participation in planning/strategic meetings
- Work with finance department to track and report profitability
- Ensure events comply with safety regulations
- Adhere to budgets and exercises control in expense management
- Give final operational approval for event set-up
- Various other duties as required

MINIMUM QUALIFICATIONS:

- 3-5 years' experience in recreation, sports management or event sales
- Proven experience in contract negotiations, event creation and planning
- Experience with understanding strategic partnerships between Visit Panama City Beach and sponsors
- Must have excellent interpersonal, problem solving and negotiating skills
- Must have excellent verbal and written communication skills
- Must have excellent computer skills, including Word, Excel, PowerPoint, etc.
- Must be able to work flexible schedules including weekends, nights and holidays
- Prior responsibility in P&L management and budget oversight
- Must be willing to obtain CPR certifications
- Well organized, efficient, flexible and able to meet deadlines
- Able to cope with many tasks at once and work to tight schedules

TRAVEL REQUIREMENTS:

- Minimal intermittent travel as needed

WORKING CONDITIONS AND PHYSICAL DEMANDS:

- Must be able to lift 50 pounds waist high
- May be required to sit or stand for extended periods of time in various conditions
- May be required to conduct venue tours to prospective clients
- Must be willing to work outdoors for an extended period of time
- Office environment has intermittent noise, normal in nature

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