



Project Manager – West Lafayette, IN

Performance Measures: Responsible for maintaining a high level of guest services while also selling premium tailgate services. Measures of success include but will not be limited to the following:

- Budget Performance for areas specific to Project Manager
- Guest Satisfaction
- Goals based objectives
- Talent development
- Internal communication and morale
- Clear goals and objectives to be provided to all direct reports when applicable and status updates to be provided to Regional VP and other regional support team
 - Operate ethically and morally
 - Must be a positive steward of the company
 - Responsible for executing all task outlined by Leadership
- Reports to Regional VP
- Direct reports may include Project Coordinator/and or interns

Tailgate Guys

- Sales
 - Answer phone and email inquiries, inbound/outbound in a timely fashion
 - Processing reservations & upselling add-ons
 - Prospecting and cold calling potential guests
 - Direct interaction with campus partners lead generation & referrals
 - Coordinate in-person meetings, appropriate calls and overall communications with all guests
- Internal Communication
 - Site Map Creation
 - Work with regional support team to communicate production plan to the team throughout the week

- Process Management
 - o Process reservations (renewals & full season & individual guests)
 - o Processing and managing guest catering orders
 - o A/R management

- Tailgate Guys Game Days and Preparation
 - o Coordinate game day staffing
 - o Assist with Welcome Tent Management and Guest Services
 - o Preparing QC checklist and participating in QC onsite
 - o Participate and prepare for coordination and after action meetings

PRE Event Resources

- Sales
 - o Serve as point of contact for all guests to include inquiries, availability, reservations
 - o Attend sales meetings and site visits with potential clients
 - o Participate in business development and sales planning
 - o Involvement in community relations and networking
 - o Working with clients and vendor to develop an event to its desired vision

- External Communication
 - o Customer service & communication
 - o Sending out surveys and thank you notes
 - o Send out week of reminders & post event communication
 - o Planning, coordinating, and communicating delivery dates, times, and schedules

- Internal Communication
 - o Responsible for production and admin communication
 - o Planning and executing coordination meetings
 - o Communicate with production to determine damages, losses and incidents

- Product Development
 - o Creating purchase wish lists for new products
 - o Gathering quotes for new/additional equipment
 - o Researching event trends

- Operations/Planning
 - o Managing the event life cycle
 - o Operate Intellivent or other online inventory software
 - o Create layouts using Social Tables for events
 - o Oversee Customer Pickup process
 - o 811/Permitting
 - o Document control
 - o Sub-renting and purchase needs
 - o Help coordinate with Operations Team the transfers between locations

- Accounting
 - o A/R management
 - o Process payments