



Position Title: Sport Business Manager

Reports to: Director of Sport

Position Summary:

The Sport Business Manager is part of the Sport Operations team that is responsible for delivering high quality service while maximizing guest satisfaction. The Sport Business Manager is the face of the Complex and must demonstrate a positive and respectful demeanor under all circumstances.

The Sport Business Manager will lead all facility booking and scheduling for the TBK Bank Sports Complex. This position will successfully seek, negotiate and contract all program scheduling, sports league operations, and venue bookings. This position will require strong relationships and partnerships with the overall sport industry and sport partners and aggressive outside sales seeking tournament and event providers. The Sport Business Manager is an active contributor of the office ecosystem and may be asked to assist with multidisciplinary projects and operational support.

Responsibilities:

- Responsible for booking and scheduling all rentals including 11 multi-purpose indoor/outdoor turf and grass fields, 8 basketball/volleyball courts and 5 outdoor sand volleyball courts
- Work with preferred partners (users) to create long term agreements, accurate scheduling within the complex grounds, coordinate billing and ensure a positive, long term relationship
- Aggressively seek new event providers/operators to fill a year round schedule.
- Collaborate with preferred partners and High 5 Lanes & Games (family entertainment center) to enhance business throughout entire complex
- Work with all TBK Bank Sports Complex divisions (High 5 Lanes & Games, Level II Fitness, Food & Beverage) to create unique and high quality service and product packages for users.
- Work in tandem with Sport Operations Manager to ensure successful handoff of booked rental contracts, contact information, and all rental details to ensure a successful operation of the event.
- Handle all reservations, billing and collection of financials for all renters and users
- Build and develop business relationships with Visit Quad Cities, City of Bettendorf, local hotels and services to maximize event opportunities and provide the highest level of service to users.
- Collaborate with Visit Quad Cities, visitor bureau, to bring regional and national events to the TBK Bank Sports Complex
- Reach out to community, region and nation to host high caliber events within the facility to benefit the entire complex
- Work with Sport Operations Manager to hire and train part time employees to complete duties as assigned including front desk duties, building supervision and administrative duties
- Serves as onsite manager on duty for the TBK Bank Sports Complex as assigned.
- Enforces venue policies with regard to proper facility usage, contractual obligation, code of conduct, safe sport compliance and risk management practices.
- Participates in the evaluation of program effectiveness and reports any program-related problems or needs that can be used for future reference.

- Perform duties where needed on-site ranging from facilities, maintenance, concessions, front desk reception, marketing and general operations to ensure success
- Enforce core values of the Sport department and the overall TBK Bank Sports Complex.
- Project a positive image of the TBK Sports Complex to all employees, vendors, partners and customers
- Work to ensure a safe work environment and compliance with all applicable safety laws and regulations
- Support other departments such as Food & Beverage, Events, and Attractions as requested and needed.
- Other duties as assigned.

Required Skills:

- Team Player – able to work with all levels of management and staff to solve issues and implement improvement plans
- Leadership – work at the required management level and demonstrate leadership and engage in strategic planning and provide insight and input on operational issues for the TBK Bank Sports Complex team.
- Integrity – conduct business with integrity and in compliance with all applicable laws, rules and regulations
- Active listening – giving full attention to what is being asked of you, taking time to understand the importance of your job and getting familiar with how your job contributes to the overall success of the company
- Judgment and Decision Making – consider the effect of your actions and engage in conduct that demonstrates appropriate conduct and judgment
- Critical Thinking – use your experience and knowledge to maintain a high level of productivity; use logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems; constantly look for ways to improve the operation.
- Coordination – adjusts actions in a positive and safe manner in relation to other actions
- Communication – ability to communicate instruction and ideas in a manner that will be accepted and understood
- Creative thinking and ingenuity to think outside the box to generate solutions or improve designs and processes
- Inductive Reasoning – the ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events or ideas)
- Problem Sensitivity – the ability to tell when something is wrong or likely to go wrong; the ability to recognize problems and find reasonable solutions
- Deductive Reasoning – the ability to look for opportunity for improvement; apply general rules to problems that make sense
- Initiative – self-starter that seeks opportunities to bring new ideas while maintaining day to day duties

Requirements and Experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required.

- Minimum of a Bachelor degree or equivalent. A Master degree in Sports Management preferred.
- Minimum two (2) years of professional experience, supervisory experience preferred.
- Experience working with athletes, coaches, or volunteers. Additional work experience may be considered in place of formal education.
- Must thrive in a collaborative teamwork environment and maintain a positive attitude at all times.
- Attention to detail, strong organizational and time management skills, and ability to follow through with all tasks

- Strong interpersonal relations skills, sound judgment, professional demeanor and patience.
- Computer skills including but not limited to familiarity with word processing, Microsoft Windows, a web-based venue management software, database and spreadsheet management and electronic mail.
- Familiarity with all equipment associated with working in a standard office.
- Familiarity with event management best practices and basic athletic facility equipment.
- Excellent verbal and written communication skills.
- Excellent customer service skills
- Proven ability to manage a variety of tasks and meet multiple demands in a dynamic, team-oriented environment.
- Must foster a professional attitude and demonstrate integrity and flexibility

Required Attributes:

- Must always thrive in a collaborative teamwork environment and maintain a positive attitude .
- Attention to detail, strong organizational and time management skills, and ability to follow through with all tasks
- Excellent customer service skills
- Flexibility to work unusual hours including nights, weekends and holidays

Physical Requirements:

- Prolonged periods sitting at a desk and working at a computer
- Prolonged periods of standing
- Must be able to lift up to 50 lbs. with or without assistance