

MSP Guest Services Manager



INCUMBENT: Vacant
REPORTS TO: MSP General Manager
LOCATION: Bowling Green, KY
STATUS: Full-time, Exempt
DATE: Open Until Filled

DESCRIPTION

The NCM Motorsports Park (MSP) Guest Services Manager is responsible for organizing the daily safe operations of the MSP. This role assigns and monitors workflow of the retail, facilities, and front gate areas, and performs MSP manager-on-duty responsibilities. Applicant should be a very organized self-starter, with unparalleled initiative toward customer service and meeting or exceeding business goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Schedule and monitor daily facility operations ensuring that a safe, clean, and positive guest experience is delivered by following outlined standard operating procedures.
- Support fiscal oversight of labor and operation expenses against budgeted goals for all assigned departments.
- Lead, staff, and mentor the retail team to provide a superior guest experience that delivers on budget and revenue goals.
- Partner with the events & sales team and other key partners on delivering a great guest experience for onsite events.
- Lead, staff, and mentor the front gate staff to ensure engaging and helpful guest interactions; oversee the administration and execution of facility insurance waivers. Assign front-gate staffing per the event schedule.
- Lead the facilities staff in ensuring that all MSP facilities, grounds, and projects are clean, well maintained, and prepared for safe operation and superior customer experience.
- Assist in developing and implementing processes and documentation of daily, weekly, and monthly checklists for facility cleanliness and readiness.
- Implement a guest satisfaction survey process, with consistent collection and action on guest feedback.
- Drive retail financial performance through product performance metrics monitoring, developing new products, and maintaining balanced inventory controls to meet sales demand.
- Complete all necessary actions and documentation of incidents while on duty.
- Ensure internal and external standards are met in compliance with all operating procedures.
- Proactively identify and assist in areas of the MSP where help is needed by developing solutions and processes to ensure proper training and execution.

- Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High school diploma or equivalent required. Advanced degree preferred.
- Minimum of 5 years of leadership customer service and operational experience with a high-volume venue.
- Motorsports or other endemic experience a plus but not required.

QUALIFICATIONS

- Possess effective written and verbal communication skills.
- Must have a working knowledge of laws and regulations regarding labor and guest incident management.
- Ability to develop professional and trusted relationships, both internally and externally.
- Experience in inventory management, point of sale, purchase order, and CRM systems.
- Proficiency in Microsoft suite of products, including Outlook, Excel, Word, Teams, SharePoint, and PowerPoint.
- Demonstrated technical and professional skills in job-related areas.
- Ability to enforce and follow safety procedures at all times.
- Ability and availability to work at least one day per weekend, year-round.
- Ability to read and understand financial reports, and make recommendations based on information given.
- Ability to manage conflict resolution and guest expectations in all areas of responsibility.
- Strong work ethic and unquestioned personal and professional integrity.
- Strong attention to detail, establishing priorities, and meeting deadlines.
- Proactive approach to time management and problem-solving.
- Valid state driver's license required.

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to walk and stand for extended periods.
- Ability to lift and carry up to 75 lbs. regularly.
- Ability to operate a computer and other equipment in the office efficiently.
- Ability to work outside in all elements.
- Ability to operate machinery and implements as necessary.
- Ability to work in an environment with exposure to constant loud environmental noise.
- Must have sufficient mobility to move around the Motorsports Park and the community.