

Our mission at the Minnesota Vikings is to Advance the Vikings legacy through the passionate pursuit of excellence. We strive to achieve, we put the team first, we seek to learn, we exhibit high character, and we are committed to a diverse, equitable and inclusive environment.

SUMMARY: The Premium Experience Associate will support the Premium Experience and Operations team with initiatives geared toward Premium Seating client service, appreciation and retention. This role will focus on building strong relationships with our premium clients by providing world class service and will report to the Manager of Premium Experience and Operations.

In addition to the duties described above, the Premium Services Associate will take part in the Vikings' exclusive **Leadership Development Program**. This program will provide regular opportunities for professional development, exposure to organizational leadership and the ability to develop skills critical for the Associate's future career growth. A fundamental part of the program will include clearly defined goals between the Associate and their Supervisor that will be tracked and measured for progress throughout the term of the program.

This is a temporary full-time position that will begin on June 3, 2024 and conclude on May 25, 2025, unless otherwise determined.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assists in managing premium service on all Suites and Mystic Lake's Club Purple Couches in regards to touch points, relationship building, gifting and event programs.
- Assist in management of the Black Jacket Team for all Vikings Game Days, as well as premium events at U.S. Bank Stadium and Twin Cities Orthopedics Performance Center.
- Assist in all the planning for Premium Single Game Suite accounts once sold by premium sales team from time of booking to follow up after the game.
- Work directly with service providers (ASM, Aramark, Ticketmaster, etc.) to maintain superior service levels to premium accounts.
- Fulfill all suite/premium account requests for non-Vikings event use including, communication of events, ticket fulfillment, special requests and event presence.
- Create new impactful program that will become a permanent part of the departmental operations going forward.
- Create and execute moments that "delight and surprise" by using unique personalized client CRM information.
- Assist in the planning and execution of exclusive Premium Seat Client appreciation events, including hosting opportunities, gifting and appreciation.
- Participate in research and development of Premium industry best practices.
- Assist in managing timely communication of special events and suite member experiences
- Record out all points of contact including but not limited to: emails, hand written notes, phone calls, meetings and event attendance in CRM for historical purposes.
- Work with Executive Leadership to create fresh and unique experiences for all of our guests both on game day and with outside events.
- Identify areas of growth and success for the Minnesota Vikings Premium spaces through research and outreach to other comparable businesses.
- Promptly address service recovery opportunities.
- Spearhead the Premium Experience department's year end recap document.

QUALIFICATION REQUIREMENTS:

- Hospitality Management, Business Administration, and/ or Marketing degree preferred.
- 1-2 years in a high end guest service/customer facing role.
- Ability to deal with a variety of projects and workload in a fast-paced environment.
- Must be willing to work a flexible schedule including all home games, evenings, weekends and holidays.
- Excellent reading, writing, and oral proficiency.
- Excellent time management and understanding of deadlines.
- Ability to take on projects and complete them with the help of teammates.
- Coachable attitude that exemplifies professionalism.

CONFIDENTIALITY REQUIREMENTS: *This position may require the individual to have access to confidential records and information. To successfully perform this position, confidentiality of the information with which the individual has contact must be maintained.*

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Ability to perform physical tasks such as lifting and moving boxes etc.
- The ability to stand or walk for long periods of time.
- The ability to sit at a desk for long periods of time.
- Game days will require the person to navigate the stadium, premium areas, etc.

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Standard office for regular office hours, on-site events

The Minnesota Vikings are committed to creating and sustaining a culture for you. Whoever you are, we are an organization that embraces and empowers people of all backgrounds and experiences and incorporate diversity, equity, and inclusion into the foundation of everything we do. We are proud to have a culture that empowers our people to harness their uniqueness to develop their full potential as a contributor to the success of the organization and the communities we serve. The Minnesota Vikings are an equal opportunity employer, and we continue to commit to creating equitable opportunities by ensuring that our place can be anyone's place.