

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 Guest Experience Associate will help support a program that fosters the ultimate fan experience for all Vikings guests. Factors that contribute to the success of this role are: providing unmatched customer service to Vikings fans at various Vikings events, supporting the Guest Experience department through executing projects to enhance overall guest satisfaction and support guest communication through phone calls and email while providing world-class service. Hospitality experience is preferred over sports experience in this role.

In addition to the duties described below, the Guest Experience 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 23, 2025, unless otherwise determined.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide the highest level of service and support developing, implementing, and enforcing SKOL Service standards at U.S. Bank Stadium, Twin Cities Orthopedics Performance Center, Vikings game days and various Vikings events.
- Must have a positive attitude and willingness to assist guests and anticipate guest needs.
- Resolve guest-related issues appropriately, track service issues to identify trends and service improvement opportunities through Microsoft CRM.

LEADERSHIP OPPORTUNITIES AND RESPONSIBILITIES:

- Oversee the Vikings Memory Maker Program by assisting with any interviews/hiring processes.
- Facilitate training of game day staff, manage Vikings Memory Maker communication, oversee game day coordination, and support season long programming and personnel.
- Join U.S. Bank Stadium leaders as a member of the SKOL Service committee, to provide insight into stadium culture development as well as leadership decision making.
- Facilitate the operations of the Exceptional SKOL Service program, including sending out communication to awardees, organizing the on-field photo, and writing an article about the recipients.
- Manage Game Day Gift pack sales, marketing, and delivery process.
- Organize and manage the Vikings activation at the Minnesota State Fair.

GUEST EXPERIENCE SKILL DEVELOPMENT AND RESPONSIBILITIES:

- Manage inbound and outbound calls, emails and in-person meetings related to guest suggestions and complaints daily.
- Organize packages for fans, partner mail-outs daily or weekly.
- Supports Guest Experience and Events department at various events (major and small) with duties including and not limited to:
 - Greeting/welcoming guests, overseeing event operations, assisting in ADA program, creating game day notes for all Vikings staff, generating details by communication with leaders across the organization, compiling post-game observation notes for EVP discussion, supporting internal SKOL Service initiatives.
- This role will present opportunities to develop knowledge of the CRM database.
 - Measure “Voice of Fan” survey responses within CRM and analyze responses for game trends and ideate solutions for operational issues.
 - Call and email fans to provide personalized and genuine responses based on game day experience (*average 100+ per game*) and non-game day related.
 - Responsible for tracking fan communication within CRM.
 - Tracking fan connections through CRM: Game Day Gift Packs, Mail-outs
- Game day/week responsibilities include but are not limited to setting up and breaking down employee break room, packing Game Day Gift Packs, helping with stocking guest services booths and other game day materials.
- Responsible for managing warehouse inventory, game day and event radios and Vikings Guest Experience tools.
- Facilitate tours of U.S. Bank Stadium and TCOPC (Twin Cities Orthopedics Performance Center) for Vikings partners, VIPS, new hires and guests.

QUALIFICATION REQUIREMENTS:

- Bachelor’s Degree recommended
- Experience working in a guest services role preferred
- Superior customer service ethic with high concern for co-worker and guest satisfaction
- Demonstrated ability to seek proactive solutions to problems and situations before and/or after they arise with little or no supervision
- Excellent communication skills including written, verbal and in-person training skills
- Ability to work flexible hours including all home games, evenings, weekends, and holidays
- Proficiency in Microsoft Office

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.
- Ability to sit or stand for extended periods of time
- Ability to navigate stadium

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
- Ability to work in inclement weather conditions

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.