



## JOB INFORMATION

Job Code:	143050
Job Title:	General Manager, Coliseum
FLSA Status:	Exempt
Supervisory:	Manages through multiple layers of subordinate supervisors.
Job Family:	Auxiliary Services
Job Family Group:	Auxiliary Services 1
Management Level:	5 Manager

## JOB SUMMARY

Responsible for the day-to-day operations and leadership of the Los Angeles Memorial Coliseum. Optimizes unit profitability and strategic planning for the stadium. Maintains responsibility for venue administration, sales and marketing, operations, finances, and capital projects.

## JOB QUALIFICATIONS:

### Education

Req	Pref	Degree	Field of Study
X		Master's degree	
	X	Master's degree	

### Additional Education

*Check here if experience may substitute for some of the above education.*

Combined experience/education as substitute for minimum education

### Work Experience

Req	Pref	Work Experience	Experience Level
X		7 years	
	X	10 years	And
	X	4 years	in a management role

### Additional Work Experience

*Check here if education may substitute for some of the above work experience.*

Combined experience/education as substitute for minimum work experience

### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Proven leadership and management experience.
X		Experience leading operations at a venue or events space.
X		Proven ability to multitask and prioritize work, adapting to changing conditions.
X		Ability to build and maintain relationships with various internal and external stakeholders.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience managing budgets.
X		Excellent written and oral communication skills.
	X	Experience leading a large venue hosting a wide variety of event types.
	X	Understanding of the university culture and environment.
	X	Experience with and understanding of the local community.
	X	Fluency in one or more languages in addition to English (e.g., Spanish, Korean).

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads the planning and execution of various events (e.g., sports, concerts, cultural events, private functions). Builds and maintains strong relationships with key stakeholders to attract high-profile events. Ensures effective event operations, overseeing and ensuring success of all operations components (e.g., ticketing, promotions, logistics, guest services). Serves as primary point of contact for stakeholders, addressing concerns and fostering collaboration. Represents the venue in negotiations, relationship building, and discussions with external parties. Prioritizes guest satisfaction by implementing guest-centric policies and procedures.				
Promotes the use of the facility to various industries (e.g., musical, sporting, private events) to maximize stadium utilization. Leads marketing and public-relations programs and leverages publicity platforms. Oversees event-sales employee activities booking and executing events (e.g., calendar management, business term negotiations, financial settlements). Oversees additional facility revenue programming (e.g., sponsorships, food and beverage, tours) and special projects (e.g., Legacy Walkway).				
Provides executive leadership for direct reports and subordinate teams of staff and temporary and resource employees in all venue operations. Provides guidance, mentorship and support to staff to ensure a positive work environment and professional growth. Plans, organizes and directs activities and staff engaged in the day-to-day maintenance and operation of the facility (e.g., janitorial, utilities, software programs). Oversees food and beverage stadium operations (e.g., inventory control, pricing, food preparation and safety standards). Oversees staff responsible for the daily maintenance of assigned athletic practice and performance grass fields on campus.				
Directs the development, administration and execution of all financial operations, ensuring fiscal responsibility and resource optimization. Oversees program budget, revenue streams and expense categories. Approves/disapproves event estimates and settlements, and makes regular financial reports to appropriate parties. Provides final approval of all contracts and agreements with service providers. Identifies opportunities for revenue generation, cost containment and financial growth. Monitors financial performance and implements strategies to achieve financial targets. Oversees facility capital projects, repairs and improvements to develop or improve products and services.				
Monitors and ensures compliance with applicable laws, regulations and contractual lease agreements. Establishes and maintains effective working relationships with relevant stakeholders and organizations. Develops and maintains risk management protocols to protect venue assets. Responds to legal and contractual issues in a timely and appropriate manner. Assures the coordination, implementation and administration of specific plans and programs prescribed by university directives, applicable codes and industry best practices (e.g., training and development, quality assurance, crisis management).				
Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

**Other Requirements**

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			No

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.