



USC University of
Southern California

Manager, Game Management Job Description

JOB INFORMATION

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|--------------------------|--|
| <i>Job Code:</i> | 131163 |
| <i>Job Title:</i> | Manager, Game Management |
| <i>FLSA Status:</i> | Exempt |
| <i>Supervisory:</i> | Manages employees (varied levels) across departments on a project basis. |
| <i>Job Family:</i> | Athletics Coaching/Program Management Operations |
| <i>Job Family Group:</i> | Athletics |
| <i>Management Level:</i> | 6 Manager |
| Manager, Game Management | |

JOB SUMMARY

Oversees an assigned facility, ensuring the successful operation of events, facility management, and capital improvements therein. Develops and leads the execution of game contracts and manages event operation, overseeing general maintenance, and access management and planning. Drives revenue and ensures profitability for event bookings.

JOB QUALIFICATIONS:

Education

| <i>Req</i> | <i>Pref</i> | <i>Degree</i> | <i>Field of Study</i> |
|------------|-------------|-------------------|-----------------------|
| X | | Bachelor'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

| <i>Req</i> | <i>Pref</i> | <i>Work Experience</i> | <i>Experience Level</i> |
|------------|-------------|------------------------|--|
| X | | 5 years | of intercollegiate athletic event management experience at the Division I level. |
| | X | 7 years | of intercollegiate athletic event management experience at the Division I level. |

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

| <i>Req</i> | <i>Pref</i> | <i>Functional Skills</i> |
|------------|-------------|--|
| X | | Knowledge of, and compliance with, NCAA, conference and university rules and regulations. |
| X | | Knowledge of event scheduling methods, facility use agreements and event planning process. |

Knowledge, Skills and Abilities

| Req | Pref | Functional Skills |
|-----|------|--|
| X | | Ability to make quick, rational decisions. |
| X | | Ability to work with and exhibit sensitivity to various cultural populations of community college students. |
| X | | Ability to communicate effectively, both orally and in writing, demonstrating advanced writing skills. |
| X | | Demonstrable ability to establish and maintain effective working relationships with those contacted in the course of work. |
| X | | Strong knowledge of standard safety practices using equipment and other requirements of workplace safety. |

Other Job Factors

JOB ACCOUNTABILITIES

| | % Time | Essential | Marginal | N/A |
|--|--------|-----------|----------|-----|
| Oversees an assigned facility, ensuring the successful operation of events, facility management, and capital improvements therein. Administers facility and event management policies. Manages building schedules, daily setups, building conversions, and custodial operations. Manages on-boarding, training, and payroll for resource employees, independent contractors, and student workers. Supervises the performance of department heads in the areas of event bookings, operations, and maintenance, event management, and food & beverage. | | | | |
| Develops and leads the execution of game contracts and manages event operations for assigned sporting events, hospitality events, and area bookings (e.g., official's coordination, game staffing, set-up, conference liaison, quality assurance, and guest relations, event security). Assures coverage of all athletic home games with trained game operations staff. Leads vision for customer service and ensures customer satisfaction. | | | | |
| Manages assigned facilities, overseeing general maintenance, and access management and planning (e.g., cards, keys, security). Coordinates and supervises building projects and oversees preventative and corrective maintenance. Responsible for constructing daily plans for assigned sports, managing compliance and progression. Assists in planning and executing emergency management protocol and procedures for operations and facilities. | | | | |
| Drives revenue and ensures profitability for event bookings. Plans department budget and oversees invoicing, reallocations, and service and concession agreements. Serves as a subject matter expert for game management and facility operations. | | | | |
| Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with the USC Code of Ethics. | | | | |

Other Requirements

| Essential: | Emergency Response/Recovery | Essential: | Mandated Reporter |
|--|--|------------|---|
| | 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: https://policy.usc.edu/mandated-reporters/ |
| Campus Security Authority (CSA) | | | Essential: |
| By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/ | | | Yes |

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.