



## **Manager, Operations and Expo**

Conqr Endurance Group (“Conqr”), a subsidiary of McCourt Global, is a global endurance brand that channels the vibrancy of Los Angeles into experiences for individual and communities to exceed extraordinary limits. The Skechers Performance Los Angeles Marathon, held each March, is among the largest marathons in the United States with more than 25,000 participants, thousands of volunteers, and hundreds of thousands of spectators. In addition to the marquee event, Conqr produces the Santa Monica Classic 5K/10K in September, the LA BIG 5K in March, and the Pasadena Half Marathon & 5K at the Rose Bowl in January.

The position resides in the Operations Department and reports to the Senior Director of Operations, this position will focus on four main operational areas:

- Health & Fitness Expo Management
- Hospitality Management
- Customer Service & Office Management
- Hotel Relationships

We are looking for an experienced and enthusiastic sports event, expo and/or hospitality operator to immediately engage in the production and implementation of our world-class events. At Conqr, we value talent, strong work ethic, positivity, accountability, passion and resilience.

### **Major Responsibilities (including but not limited to):**

#### **HEALTH & FITNESS EXPO MANAGEMENT**

This position has full responsibility for the management of all aspects of Health & Fitness expos associated with our events with the exception of selling exhibitor space. .

Health & Fitness Expo management responsibilities include:

- Negotiating and servicing contract with general service contractor
- Managing exhibitor relationship in the lead up to the expo
- Managing partner relationships to the extent that the relationship involves the expo
- Managing venue relationships including day-to-day interaction with property management, audio visual, and security
- Overseeing expo set-up and tear-down
- Overseeing exhibitor check-in, set-up, and tear-down
- Overseeing partner set-up and tear-down
- Managing Participant Services including on-site registration, t-shirt pick-up, bib pick-up, solutions, and information
- Managing interns and outside contractors and vendors as determined by Conqr



## **HOSPITALITY MANAGEMENT**

This position has full responsibility for the management of all event hospitality functions.

Hospitality management responsibilities include:

- Negotiating and servicing all contracts related to hospitality functions
- Designing and executing all event paid-VIP programs
- Managing partner relationships to the extent that the relationship involves Hospitality
- Coordinating all event planning for hospitality functions
- Overseeing hospitality function set-up and tear-down
- Managing the implementation of a comprehensive Hospitality credential/invitation distribution process
- Managing contractors and volunteers

## **CUSTOMER SERVICE & OFFICE MANAGEMENT**

The position has full responsibility for overseeing Conqur's customer service for all Conqur events. This person manages a nine-month customer service intern and additional seasonal employees.

Customer service responsibilities include:

- Phone, email, and website communications with athletes as needed to provide Conqur's athlete/customers with all the information requested
- Office liaison for Legacy Runners
- Managing the information flow, including athlete inquiries regarding registration, between customer service staff and staff managing athlete registration
- Maintenance of Conqur's office, office services and supplies

## **HOTEL RELATIONSHIPS**

This position is responsible for all aspects of Conqur's relationships with hotels and its relationship with hotel booking and travel service providers. Typically, this entails overseeing outside agencies providing such services. This position is responsible for negotiating and servicing the contracts with these outside agencies.

### **Key Role Requirements - Skills and Experience:**

- 3-5 years' experience in sports, hospitality and/or expo management production
- Ability to work weekends and extended hours surrounding all Conqur events including , the first three weeks in January and the first three weeks of March as well as around other events on Conqur's event calendar.
- Knowledge of, and interest in running/endurance sports a plus
- Positive team-player, willing to learn and interested in working at a growing, dynamic organization
- Excellent working knowledge of Microsoft Office applications (Excel and PowerPoint)

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## ENDURANCE GROUP

- Experience with the production of sporting or endurance events, expos and/or large hospitality functions.
- Experience in managing budgets

### Competencies:

- **Fostering Teamwork:** The ability and desire to work cooperatively with others on a team; interest, skill, and success in getting groups to work together cooperatively
- **Communication:** Expresses self clearly in conversations and interactions with others and in business writing and presentations to effectively reach the audience. Tailors the content of their communications to the level and experience of the audience. Excellent communication and organizational skills. Poise and ability to present with conviction one-on-one or to a group
- **Thoroughness:** Ensures that one's work is complete and accurate. Carefully reviews and checks the accuracy of information generally and in work reports
- **Initiative:** An innovative, energetic and self-motivated attitude. Identifies what needs to be done and does it before being asked to or required by the situation. Does more than what is normally required in a situation
- **Stress Management:** Is comfortable managing and executing multiple projects & priorities while delivering high level results. Has ability to keep functioning effectively and remains calm under pressure; can effectively handle several problems or tasks at once.
- **Demeanor:** Must have ability to (re)present LAM professionally as it relates to conduct, behavior and appearance/attire.
- **Collaboration:** Develops, maintain, and strengthens collaborative relationships inside and outside the organization.
- **Results Orientation:** Prioritizes projects to meet required deadlines. Carefully manages several projects at once, focusing on the desired end result of one's work.
- **Flexibility:** Open to different and new ways of doing things; willing to modify one's preferred way of doing things.
- **Adaptability:** Adaptable to the changing nature of the business.

Qualified candidates are encouraged to email cover letter, resume and salary requirements to [info@goconqur.com](mailto:info@goconqur.com) by August 18, 2017.

Only resumes with salary requirements will be considered. Please, no phone calls.