


JOB DESCRIPTION	JOB TITLE: Director of Public Programs		
	Job Location: Reports to: Function Area:	Utah Olympic Park General Manager Public Programs	Position Code: 208 Pay Grade: 8 Type: Full Time Exempt

Job Title: Director of Public Programs

Purpose:

The Director of Public Programs is responsible for the overall quality of the guest and employee experience at Utah Olympic Park (UOP) with direct oversight of Mountain Adventures, Guest Services, Retail, Food and Beverage and the Residences at Utah Olympic Park. The Director of Public Programs is responsible for growing each of these programs and elevating the guest experience. Specific focuses include; leadership, management and development of teams; budget responsibilities including revenue and expense oversight and forecasting; communication and interaction with guests and safety performance. As a member of the UOP's senior leadership team, the position assists in the development, communication and implementation of venue goals and initiatives.


Key Responsibilities and Duties

Oversight of UOP Guest Experience

- Develop long term strategic plans with General Manager to meet revenue targets and improve guest satisfaction across the facility
- Manage and enhance levels of service within each department to ensure exceptional experiences for all our guests (visitors, athletes, parents, volunteers, etc...)
- In conjunction with UOP Marketing dept create and monitor guest satisfaction surveys to identify areas for improvement and areas of success
- Resolve guest issues, coordinating with other UOP departments as necessary to achieve guest satisfaction
- Continually evaluate and refine existing products while developing new revenue opportunities for UOP public activities

Oversight of UOP public facing services and programs

- Provide vision, leadership, and direction to multiple departments that ensures inter-departmental teamwork and cross-functional support. Establish relationships with other departments to achieve mutual/company financial and guest service objectives.
- Create a fun, positive, and supportive environment in which to work.
- Manage department operating budgets and maximize revenue streams to meet company fiscal goals
- Oversight of departmental staffing; seasonal and year-round staff to include hiring, training, achieving staffing goals, discipline and managing overall performance to meet safety and guest service standards
- In conjunction with Human Resources Dept develop and implement creative recruitment and retention programs to ensure stability within departments
- In conjunction with the UOLF Accounting Department, implement policies and procedures to insure accurate financial and reporting needs are met
- Responsible to coordinate with Marketing and Accounting to develop, analyze, and communicate timely sales reports and guest metrics, in order to identify, forecast and react to business challenges and opportunities
- Ensure optimum efficiency within each department
- In conjunction with managers and supervisors develop and refine operating processes, manuals and training programs for each department
- Act as conduit to gather and communicate capital needs for departments while working with the senior leadership team to plan capital budgets and projects
- Responsible for all retail functions of the UOP including sourcing, purchasing and reconciling of inventory
- Maintain positive working relationships between departments to ensure a seamless guest experience for client groups
- Actively seek information about industry trends, competitions, and events, and remain involved with professional organizations.

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Other

- Stay current on guest and employee health and safety regulations, including, universal precautions, child abuse guidelines, background checks, emergency response procedures
- Participate in International and National level events Organizing Committees as needed
- Develop and implement volunteer recognitions programs for technical and event volunteers
- Manage participation in local community events that fit the Mission and Goals
- Attend appropriate local and community group meetings
- Other duties as assigned

Minimum Qualifications

- Flexible work schedule – must be available to workdays, evenings, weekends and holidays.

Environmental Job Requirements

- Ability to work outdoors in all temperature/weather extremes.

Physical Requirements

- Ability to lift 20 pounds.
- Must be able to stand on feet for extended time.
- Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.
- Hearing – to converse with others in a normal conversation.
- Balancing, bending, climbing, kneeling, walking, pushing, reaching above shoulders, and sitting.

Required In-House Training

- UOLF Orientation
- Sexual Harassment
- Drug & Alcohol
- Hazardous Communications Program
- Other training as required

This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of the job description at any time without prior notice.