

## **CLUSTER MANAGER COMMERCIAL PRODUCTS OLYMPICS & PARALYMPICS F/M**

**Sportcarriere is assisting On Location in the recruitment of a Cluster Manager, Commercial Products – Olympics & Paralympics on permanent contract.**

On Location is a leader in premium experiential hospitality business, establishing a new industry standard to serve iconic rights holders with extensive experience in ticketing, curated hospitality, live event production and travel management in the worlds of sports and entertainment.

On Location is a partner to over 150 rights holders including the NFL, NCAA, the PGA of America and the United States Tennis Association, and provides unrivaled official access for both corporate clients and fans looking for immersive experiences at marquee events including the Super Bowl, Pro Bowl, NFL Draft, NCAA Final Four, PGA of America events, numerous College Football Bowl Games including the Rose Bowl Game and the Tennis Majors. On Location through CID Entertainment & Future Beat also partner with numerous artists and music festivals across genres, including Imagine Dragons, Metallica, Luke Bryan's Crash My Playa, Electric Daisy Carnival, Migos, Post Malone, Iron Maiden, and J.Cole.

On Location's operations include : Anthony Travel, CID Entertainment, Future Beat, Kreate Events, PrimeSport and Steve Furgal's International Tennis Tours.

On Location is part of the Endeavor network.

### **Role**

The Cluster Manager, Commercial Products – Olympics & Paralympics is primarily responsible for developing and maintaining an expertise related to product offerings under the Commercial Hospitality Programme for the Olympic and Paralympic Games.

The Manager works closely with other Managers a small team of Product Specialists to create a positive and efficient environment focused on developing creative, innovative, and profitable experiential product offerings.

This position will focus on the overall ideation, architecture, development, inventory management, and financial strategy in relation to direct to consumer and business to business product offerings consisting of Olympic Event tickets, event day hospitality, travel components, and other assets and services.

The Manager collaborates in developing and driving concepts and event processes across all Olympic workstreams, including but not limited to Leadership, Technology, Ticketing, Finance and Accounting, Event Production, Operations, Transportation, and Accommodations teams.

### **Functions & Responsibilities**

- Lead & assist in ideating, creating, maintaining, and executing an innovative and strategic product architecture related to event tickets, hospitality, and travel

experiences that is in line with the core values and vision of our Olympic Hospitality Programme ;

- Detailed financial planning and budget management ;
- Develop and maintain an expertise of internal workflow processes and technologies, specifically Inventory Management System(s) ;
- Extensive use of Inventory Management System(s) to build and manage product offerings, maintain web content, manage inventory, and extract data for the purposes of analytical and operational needs ;
- Use of software platforms to assist with financial modeling, data analysis, market research, and other necessary tools to help inform decision making and manage projects ;
- Work closely with our Digital and Technology Development teams to assist with strategic ecommerce and operational solutions for our product offerings, including system enhancements, testing and quality assurance, and bug resolution ;
- Build and cultivate relationships with partners, vendors, and key stakeholders throughout the Olympic ecosystem ;
- Key liaison between Product team and multiple other functional areas within the Commercial Hospitality Programme in order to create, build, and manage product offerings ;
- Provide feedback, guidance, and direction while working with other Olympic workstreams to develop standardized, documented processes ;
- Expand our ability to identify and track opportunities to improve quality across all product offerings and within the overall customer experience ;
- Analyze and review financials relating to post-event sales, event expenses, payments, reconciliations, client reporting, and general ledger allocations ;
- Assists the Director in supervising all aspects of the Olympic Commercial Product team, including work assignments, operational accountability, payroll/timesheets, time-off requests, and periodic reviews ;
- Maintain continuous knowledge of the industry to recognize market trends, identify and analyze against competitors, and develop strategies to grow our business ;
- Manage inventory and product builds in proprietary inventory management system(s)
- Development, documentation, and implementation of specific procedures, systems, and operational efficiencies.

## Profile Requirements

- Bachelor's Degree in Hospitality, Sports Management, Marketing, Business or a related field, or equivalent experience preferred ;
- Experience in a management position (minimum of 2+ years), preferably in the ticket and hospitality industry in relation to major sporting events ;
- Experience working with event ticket allocations, venue space, and other elements related to revenue generation and inventory management ;
- Experience with multiple technologies and proprietary system development related to point-of-sale solutions, inventory management and CRM technologies, and data analytics is preferred ;
- Exceptional interpersonal skills – a collaborative style and ability to communicate effectively at all levels with strong oral, written, and presentation skills ;
- Excellent time management, organizational and supervisory skills ;
- Continually strive for self-development and discovering better means of accomplishing both personal and professional goals ;
- Comfortable traveling and working within an international environment ;
- Experience with International, Olympic, and/or major sporting events ;

- Experience working with multiple technology and software platforms, including but not limited to Office 365 platform, Asana, Smartsheet, and other digital collaboration systems. Expertise in Excel preferred.

**Contract Type :** Permanent Contract – Full Time

**Location :** Saint-Denis (Paris region)

**Starting date :** ASAP

**Salary :** Competitive