

Forget what you know about music festivals, we're shifting the paradigm and have started something new. KAABOO is the next step of evolution for live music events around the world. Aimed at indulging all five senses, we are setting the bar higher for artists, foodies, patrons and any who just wants to hang loose. Where every detail is designed for your enjoyment and clean, comfortable amenities inspire you to break from your busy life, to dance until your feet hurt, eat until your stomachs are full, or laugh out loud, KAABOO is a welcomed escape. At our core, we are a team driven by doers and achievers striving to improve and amplify the entertainment scene for adults.

We are currently seeking a Director of Guest Care to join our growing team. This highly professional and guest focused individual will oversee the delivery of exceptional guest care communication and experience ranging from call center, emails to on-site guest care that exemplifies the KAABOO standards of excellence for all events. They will Partner with marketing on setting guest service experience tone and strategy, directing efforts to continually build and unify employees around a shared identity and guest care across all events, in the office and on site during events.

This is position based in Greenwood Village, CO. Visit www.kaaboollc.com for more information.

Essential Duties and Responsibilities:

In Office/Pre-Event:

- Hire and manage call center staff
- Coordinate appropriate answers with other department leaders, crafting KAABOO standard messaging and continuity in guest communications.
- Ensure staff is providing superior guest service
- Handle escalated guest complaints with consistency across all of the ways KAABOO communicates with guests.
- Coordinate standards of guest care, such as response times, consistency of response and ensure consistency across call center, box office and “boots on the ground” guest care
- Drive guest care strategy including VIP strategy through out the guest lifecycle
- Manage the Care portion of CRM

On-site Guest Care

- Hire on-site Manager Guest Care
- Assist with establishing and maintaining a great working relationship with volunteer partner in coordination with the Manager Guest Care
- Creating and developing schedule and shifts for volunteers in coordination with the Manager of Guest Care
- Create and manage budget for staffing of leads, supplies and other needs
- Ensure overall Guest Services on-site team is providing superior guest service, and be available provide support and addresses all escalated issues.

Qualifications/Requirements:

- Bachelors degree in hospitality or similar preferred

- Minimum 10 years managing VIP guests in the hospitality industry
- Provide examples of VIP guest programs created and managed in career
- Expert communication and listening skills
- Maintains customer orientated and professional attitude at all times
- Excellent computer skills – Microsoft, Word, Excel, PP
- Proven success building teams
- Excellent communication skills, verbal and written

If you are looking for an excellent opportunity to join a growing and entrepreneurial spirited company, please send resume and salary expectations to jobs@kaaboolc.com.