

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. Whether you dance until your feet hurt, eat until your stomach is 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, based in our Greenwood Village, CO location. The Director of Guest care establishes first class guest service for our call center, emails, as well as ensuring on-site guest care exceeds standards for all KAABOO events. This position will have responsibilities in the Greenwood Village office as well as on-site at our KAABOO events; overseeing everything on-site Guest Services, Guest Care (call center) and Box Office.

Essential Duties and Responsibilities:

In-Office/Pre-Event

- Manage and ensure staff is providing superior guest care
- Handle escalated guest complaints
- Coordinate a standard of guest care including response time, consistency of response, etc.
- Create ticketing and guest care strategies to optimize guest experience
- Assist with creating a budget for staffing, supplies and other departmental needs

On-Site/Box Office

- Hire, train and manage on-site Box Office and Guest Services staff
- Coordinate on-site event scheduling for staff and volunteers
- Establish and maintain a great working relationship with the volunteer partner
- Handle on-site escalated guest issues
- Coordinate and establish a standard of service across both on-site and in-office guest care

Qualifications/Requirements:

- Bachelor's degree in Hospitality or similar field
- Minimum 5 years managing staff including call center environments and hospitality
- Proven track record with guest services and hospitality
- Excellent computer skills including Microsoft Office
- Proven success in building teams
- Superior communication skills both verbal and written
- Able to travel approximately 20-25% of the year

*Relocation assistance may be available