

INDY RACING LEAGUE
POSITION DESCRIPTION

<u>POSITION TITLE:</u>	Coordinator, Guest Relations
<u>DEPARTMENT:</u>	IndyCar
<u>REPORTS TO:</u>	Director, Guest Relations
<u>POSITION LOCATION:</u>	Brickyard Plaza and traveling to various out-of-city locations
<u>FLSA STATUS:</u>	Exempt

SPECIFIC DUTIES:

Credentials

Serves as the primary point of contact at IndyCar for participants (officials, teams, drivers, manufacturers, sponsors, and promoters) and other Indy Racing League departments on all credentials-related issues. *The #1 priority of the Guest Relations department is service to IndyCar internal/external customers. As this position is the “point of first contact”, special care must be taken when responding to all credential requests, especially those which will not be fulfilled.*

With the Director of Guest Relations and Guest Relations Coordinators, manages IndyCar credentials system:

- requests of the participants and officials;
- requirements of the event promoters and agreements; and
- Directives of the risk management department.

Oversees the printing, approving and processing of the following IndyCar credentials:

- Open Test Credentials;
- Annual Credentials (“Hard Cards”);
- Indianapolis 500® Mile Race Credentials (“Indy Only Hard Cards”);
- Race Credentials (“Race Mode”);
- Single Event Credentials
- Spotter Credentials;
- Timing & Scoring Credentials; and
- Special Access Credentials.

Coordinates the distribution of materials to participants before each event:

- parking passes;
- maps; and
- schedules.

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Coordinator, Guest Relations

Through pre and post event correspondence, serves as the primary liaison between each promoter and IndyCar regarding:

- Consent and Liability Release;
- Credentials;
- Access (Garage, Pit Lane and Minors); and
- Dress Code.

With the Director Guest Relations, Guest Relations Coordinators, and Director, Administration assists in the production and maintenance of credentials policy guidelines/policies/procedures.

Implements modifications to INDYCAR credential program as needed by the Director of Guest Relations and other departments.

Serves as the primary liaison between the Guest Relations department and the brand marketing department regarding production of INDYCAR creative services requirements as they relate to competition:

- Annual credentials (“hard cards”);
- Single Event Credentials

Uses discretion and independent judgment to perform all credentials and other competition operations of INDYCAR.

Through independent thought and decision-making:

- identifies credentials-related issues;
- consults with the Director of Guest Relations and other departments;
- proposes potential solutions; and
- notifies the participants and event promoters.

With the Director of Guest Relations and Guest Relations Coordinators, manages the credentials budget:

- Proposes annual budget (revenue and expense line items);
- Oversees day-to-day budget;
- Approves invoices from suppliers; and
- Issues invoices to participants.

Post Event Reporting

- Detailed accounting of attendance figures
- Review of procedures specific to each venue
- Provides a record of attendance for Partner Strategy, Corporate Business Development and other INDYCAR Members

Paddock Club

Pre Event Planning

- Works with hospitality provider to provide estimated attendance
- Works with the Director, Guest Relations to plan event menus
- Works with hospitality provider and Director, Operations, to plan operational logistics;
- Works with Director, Operations on planning operational staff meal times and menu's

Event Concierge

- Based in Paddock Club
- First point of contact for INDYCAR guests
- Monitors Attendance and at event operation to ensure standards are being met

Post Event

- Event Recaps
 - Attendance;
 - Logistical Review;
 - Reviews Budgeted vs. Actual Costs
- Departmental Review
 - Submits reports to departments reporting attendance figures;
 - Reports on department special events

Suite and VIP Program

Pre Event Planning

- Works with Directors and Managers of Corporate Business Development, Directors and Managers of Partner Strategy for attendance figures and estimated time of arrival
- Ensures all reservations are accurate and necessary special accommodations are made
- Prepare an at track program timeline
- Prepares and schedules off site dinners and receptions
- Ensure hotel accommodations meets the needs of guests as they arrive

On Site

- Prepares suite area for guests
- Ensure all guests have necessary credentials and tickets
- Act as a first point of contact for all VIP program guests on site
- Adapts programming schedule to meet the arrival times and needs of guests

Post Event

- Event Recaps
 - Attendance;
 - Logistical Review;
 - Reviews Budgeted vs. Actual Costs
- Departmental Review

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- Submits reports to departments reporting attendance figures;
- Reports on department special events

Special Events and Championship Celebration

Special Events

- Works with Director Guest Relations to plan and execute all special events as needed by INDYCAR Marketing, Sales, and Operations
 - Helps to manage budget for each event
 - Builds a logistical plan for special events
 - Executes special events on site

Driver and Entrant Licensing

Serves as the secondary point of contact for drivers and entrants regarding licensing requirements.

Serves as the secondary liaison with ACCUS-FIA regarding its requirements (fees, international letters of authorization, international competition privileges, etc.).

Officials

Schedules, instructs and supervises part-time employees in between events in the office and at each event.

Serves as the primary liaison between the Human Resources department and full and part time employees regarding annual OSHA compliance (annual officials meeting and DVD certifications during the year).

Miscellaneous Specific Duties

With the Director of Guest Relations and Coordinator of Guest Relations, serves as a member of the Guest Relations department.

Assists other INDYCAR departments as necessary.

GENERAL DUTIES:

With the Director of Guest Relations, provides leadership for all of the Indy Racing League's activities and services and support for participants.

Is responsible for accurate and error-free documents.

Drafts documents for approval, complete documents, transmit documents and coordinate follow up documents.

Implements follow-up and reminder systems and procedures to ensure closure on all matters.

Provides support as needed for other members of the IndyCar staff.

Maintains an enthusiasm for and commitment to the company and its vision, mission and values.

Is responsible for other duties as assigned by the Director, Guest Relations.

QUALIFICATIONS:

Effective leader with strong customer service/people skills.

Ability to develop strong relationships with participants.

Effective communication skills.

Bachelor's degree related to Business, and/or one to three years applicable experience in a similar position.

Intermediate to advanced skill in MS-Office Suite, in particular, Excel.

High integrity and confidentiality.

Innovative thinker and self-starter.

Proficiency in establishing priorities and managing details.

Flexibility of work schedule to support the league as required.

Familiarity with corporate policies and personnel rules and procedures.

Knowledge of the Motorsports Entertainment World and the Indy Racing League.

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Knowledge of the local community.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.