



DIRECTOR, INNOVATION

Location: Chicago, IL

4FRONT's Innovation Team specializes in developing forward-thinking solutions for sports and entertainment properties worldwide to help solve key business problems, better engage fans, and generate more revenue. This fast-paced and collaborative department is focused on all aspects of business operations, including sponsorship, change management, marketing and brand strategy, fan engagement, social/digital, business intelligence, ticket sales and ancillary revenue.

Position Overview:

The Director of Innovation is a senior position responsible for strategic leadership of partner accounts and internal cross-disciplinary teams to ensure quality of relationship and work product. Leads a team of Partner Success Managers who are responsible for day-to-day account operations and relationship management. Additionally, the Director of Innovation will liaison with Business Development team and analysts to ensure a smooth and successful experience for partners.

Primary Job Responsibilities:

- Be a strong cultural fit and be an authentic advancer of our mission and values internally and externally
- Demonstrates extensive leadership, strategic and creative thinking, problem solving, and individual initiative as a trusted advisor, leader, and teammate
- Work alongside partners to solve their biggest challenges; managing teams to successful project conclusions through problem solving enterprise-wide strategy issues
- Develop and present strategic, insightful, flawless work independent of senior management oversight and input
- Provide excellent customer service through quick response times and effectively delivering and meeting partner expectations, ensuring highest level of satisfaction
- Understand the competitive landscape, industry trends, and how our customers use and value our products
- Provide organizational stakeholders with feedback on engagement, milestones, partner strategies, solution enhancements, and other key initiatives
- Work with senior management teams to set growth strategy and develop goals and KPIs in line with key business priorities, revenue growth, and demand creation
- Manage existing partner relationships and support business development with new and existing partners
- Inspire partners to take bold actions
- Genuine eagerness to work with, mentor, encourage and learn from a diverse and talented team
- Play an active role driving integration, collaboration, communications, and best practice sharing across the organization
- Direct short, medium, and long-term strategic planning process for key partner growth initiatives
- Provide reports and updates to internal and external Partners as needed





- Actively engage with other members of the company to continuously strive to improve processes, create efficiencies and reduce costs
- Cooperatively take on other duties, roles or responsibilities as assigned

Qualifications & Requirements:

- College degree and 8-10 years of experience; MBA preferred
- Minimum 4 years of experience focused in client delivery and management within a consulting organization, agency, team/league, or brand
- Thorough understanding of the sports, media and entertainment landscape
- Excellent time management, verbal, written, and presentation skills
- Must possess keen listening skills and strong analytical and creative problem-solving mindset
- Ability to thrive in a fast-paced environment and possess a can-do attitude at all times
- Strong interpersonal skills and the ability to build and foster key business relationships (partner-facing experience is a must)
- Ability to remain calm under pressure, multi-task and prioritize workload while coordinating with others to proactively meet deadlines
- Confidence to present and communicate with senior executive partners
- Ability to foresee issues developing before they happen and develop a solution as needed
- Focused, strong-minded individual with an ambition to help grow the company
- Must be comfortable working as an integral part of a team environment
- Strong attention to detail and Computer proficiency with MS Office products, PowerPoint and Salesforce
- Ability to work traditional and non-traditional office hours as needed
- Ability to self-manage under deadlines

