



Talent Operations / Guest Relations Manager

Summary

The Mischief Management Talent Operations / Guest Relations Manager reports to the Sr. Talent Manager and works alongside the Programming and Talent staff to coordinate the logistics of special guest appearances and communicate directly with guests and agents for our growing portfolio of events.

Qualifications

- 1 - 2 years experience reading and/or writing contracts
- Diplomatic, professional demeanor and excellent written communication skills (including impeccable grammar and proofreading skills)
- Strong negotiation skills and an understanding of when to bend and when to stay firm
- The ability to form and maintain professional relationships (even while saying no!)
- Good judgment and initiative to make independent decisions in the face of ambiguity
- The ability to work within a given budget over an extended period of time
- Ability to multi-task and balance competing priorities
- Familiarity with online collaboration tools such as Google Apps, Airtable, etc.
- Strong integrity and discretion
- Knowledge of the following areas: the entertainment industry, travel, hospitality
- Passion for pop-culture/entertainment and a critical understanding of what sparks your enthusiasm

Responsibilities

- Onboarding talent once signed by Programming team (including collecting headshots and bios, and other introductory communication)
- Tracking talent information and needs (this includes personal details, payment information, travel details, etc.)
- Acting as primary point of communication with talent and agents
- Working with Programming team to develop talent itineraries and communicate which panels talent will be participating on.
- Spearheading all onsite logistics for talent (including check-in, handlers, schedule, etc.)
- Working with the operations team on plans for areas with direct talent overlap such as:
 - Security - Identifying which talent needs additional security, and working to ensure it is in place.
 - Travel - Acting as point of contact with travel agent and ensuring that all talent travel is booked in a timely manner.
 - Transportation - Acting as point of contact for ground transportation and ensuring that all transportation is booked in a timely manner.
 - F&B - Relaying any dietary restriction and working to set the menu and adequate meal times.
 - Rooms - Ensuring that all talent rooming needs are met and names are communicated with the venue for the room block.

This is a full-time remote position. However, preference will be given to individuals located in the following areas: Chicago, IL; Washington, DC; Columbus, OH; New York, NY. Compensation is

commensurate with experience. We are looking for individuals available immediately. This role requires some travel. You will be expected to attend one or more Mischief Management events as part of your work. Mischief Management is an equal opportunity employer. Candidates of color are strongly encouraged to apply.

To apply, please send resume and cover letter to jobs+talentops@mischiefmanagement.com.