

Supplier Standards Manager

Description

About Us: Live experiences help people cross today's digital divide and focus on what truly connects us — the here, the now, this once-in-a-lifetime moment that's bringing us together. To fulfill Gametime's mission of uniting the world through shared experiences, we make it easy for people to discover and access the live experiences that matter most. With platforms on iOS, Android, mobile web and desktop supporting more than 60,000 events across the US and Canada, we are reimagining the event ticket industry in order to move at the speed of life.

The Role: The Manager of Supplier Management is pivotal in ensuring that all Gametime suppliers meet or exceed our established minimum standards. This role is essential for maintaining the quality and reliability of the events listed on our platform, directly impacting customer satisfaction and trust. You will be responsible for monitoring supplier performance, enforcing standards, and implementing reward systems for top performers, thereby ensuring a consistently excellent experience for our fans.

What You'll Do: Develop, implement, and oversee the enforcement of supplier standards to ensure all listings meet Gametime's criteria for quality and reliability. Regularly assess supplier performance against set benchmarks, applying consequences for non-compliance and incentives for exemplary performance. Work closely with the operations and customer service teams to gather feedback and continuously refine supplier standards. Work closely with the Supply team and keep them informed on supplier performance. Lead initiatives to educate suppliers about Gametime's expectations and the importance of adherence to standards. Manage a team tasked with monitoring, reporting, and addressing supplier performance issues.

What You'll Bring: 5+ years of experience in supplier management, customer success or related roles, with a strong emphasis on standards enforcement and performance management. Proven track record of improving supplier relationships and performance through effective standards and incentives. Excellent analytical and decision-making skills with the ability to handle complex data and derive meaningful insights. Strong leadership qualities, capable of managing and motivating a team to achieve excellence. Familiarity with the sports and entertainment ticketing industry is a plus.

What We Offer: Flexible PTO, Equity, Medical, dental, & vision insurance, Life insurance and disability benefits, 401k, HSA, pre-tax savings programs, WFH monthly stipend, \$1000 home office setup grant, \$100/mo in Gametime credits, Diverse family-forming benefits through Carrot Fertility Wellness programs, Tenure recognition, and more!

\$70,000 – \$90,000 a year. At Gametime pay ranges are subject to change and assigned to a job based on specific market median of similar jobs according to 3rd party salary benchmark surveys. Individual pay within that range can vary for several reasons including skills/capabilities, experience, and available budget.

Gametime is committed to bringing together individuals from different backgrounds and perspectives. We strive to create an inclusive environment where everyone can thrive, feel a sense of belonging, and do great work together. As an equal opportunity employer, we prohibit any unlawful discrimination against a job applicant on the basis of their race, color, religion, veteran status, sex, parental status, gender identity or expression, transgender status, sexual orientation, national origin, age, disability or genetic information. We respect the laws enforced by the EEOC and are dedicated to going above and beyond in fostering diversity across our company. Please mention the word ****COURTLY**** and tag **RMTguMjM3LjIwNC4xMTE=** when applying to show you read the job post completely (**#RMTguMjM3LjIwNC4xMTE=**). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Hiring organization

Gametime United

Job Location

Remote

Base Salary

\$ 50000 - \$ 100000

Date posted

June 12, 2024

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Contacts

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