

LEAGUE OPERATIONS

Job Status: Full-Time

Employee Location: Burbank, CA

Reports To: Director of Project Management

HERE'S THE DEAL

We are a full-service esports company that creates, manages and monetizes competitive video game leagues. We build a title's competitive community from the ground up, growing it into a unique, professional and world-class esports operation. We manage all league operations and produce expert live entertainment in-studio or at stadium-sized venues. We deliver monetary results by authentically translating our publishers' and brand sponsors' business outcomes to this massively diverse community.

We seek out ambitious partners and are the leading esports company for new gaming titles.

We are anticipating breakneck growth and are looking for an individual that loves to turn complexity into a well-oiled machine; for someone who gets fired-up thinking about helping diverse, highly-engaged online communities battle for glory on the next generation of esports titles alongside a small, high-energy team. We want someone who pushes back on the status quo and does things faster and better - because that's what gets them out of bed in the morning.

As a wise old man once said, "It's dangerous to go alone, take this!"

WE NEED YOU TO

- Work alongside company founders to help shape the future of online esports entertainment
- Act as authority and arbiter over independent or publisher-led esports leagues, tournaments, and competitions
- Coordinate with players and teams to maximize engagement, sentiment, and fair gameplay
- Collaborate with software partners and 3rd party vendors to enhance tournament quality, reduce friction, and create the best competitions online
- Troubleshoot impossibly complex scenarios
- Broker consensus between internal stakeholders, compiling and creating organizational resources to make our competitions operate at peak efficiency
- Researching, designing, and revising modern esports league structures and competitive formats
- Act as the go-to internal contact for all items related to assigned leagues and competitions, resolving disputes, answering questions, and escalating opportunities

- Uphold tournament integrity through consistent, thoughtful decision-making and clear, consistent outbound communications
- Track and fulfill tournament prizing; manage prizing communications and improve fulfillment process
- Consult with marketing team on official league announcements
- Act as head administrator for online and live LAN leagues, coordinating and training a team of game admins on ruleset, arbitration, and communication guidelines
- Crafting, editing, improving, and delivering comprehensive tournament rules & regulations; adjust and announce ruleset changes as required with sufficient notice to participants
- Work to communicate project expectations and timelines between NGE departments
- Work directly with diverse video game publishers and partners to communicate project objectives organization-wide
- Fanatically deliver the best fan experiences possible
- Other tasks as assigned

YOU MUST HAVE

- Passion for video games and interactive media
- Experience in Project Management, Community Management, and Operations
- A track record of excelling with little supervision and a high degree of accuracy and attention to detail
- Experience managing multiple priorities in high-stress, time sensitive environments
- The desire for a fast paced, entrepreneurial environment
- Ability to remain calm under extreme pressure while maintaining a learner's mindset

Reasonable Accommodations Statement: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

YOUR BONA FIDES

- **Education:** Bachelor's degree from an accredited institution
- **Experience:** 2 or more years Esports Operations or Community Management

OTHER

- **Work Schedule:** Be prepared to help build something great and work long hours, including occasional evenings and weekends
- **Amount of Travel Required:** Monthly
- **Work Environment:** Typical office, travel (trains, planes and autos), studios and on-location environments
- This is **scary job**...you will be running a few hundred-thousand-person tournaments and our reputation is on the line every time you or your admin interacts with a player!

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.