



# LOS Stadium Ticketing Assistant

## Job information

Job title: LOS Stadium Ticketing Assistant

Hierarchy level: Assistant

Full/part-time (%): 100%

Start date: 11/05/2020\*

End date: 30/06/2020\*

(\*) The dates may be modified.

## Project misión

The mission of Ticketing (TICK) is to maximize ticketing revenues and optimize attendance at all matches through a fair and transparent system, which provides value for money for all spectators in a safe and festive environment. The LOS Stadium Ticketing Assistant will be assisting to the [LOS Venue Ticketing Manager](#) and Stadium Ticketing Coordinator in the implementation of the ticketing operations within the stadium (including seat checks), signage, access and fan groups segregation (including support during Match Day operations).

## Key responsibilities

### Communication and cooperation

- 🌀 Collaborate closely with the LOS Venue Ticketing Manager and Stadium Ticketing Coordinator.
- 🌀 Maintain contact with venue TICK team.

### Training of volunteers

- 🌀 Participate to the training of the stadium ticketing volunteers.
- 🌀 Prepare the documentation used for the training of the volunteers.
- 🌀 Monitor the activity of the volunteers and report any issue to the LOS Volunteer Manager.

### Event-time responsibilities

- 🌀 Ensure Assist in the implementation of match day operations in accordance with the ticketing operations plan.
- 🌀 Assist in the match day preparations.
- 🌀 Coordinate stadium ticketing volunteers.
- 🌀 Provide customer service for ticketing matters at the venue if required.
- 🌀 Troubleshoot ticketing-related problems as they arise.
- 🌀 Assist with different administrative work.



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### Training of volunteers

- 🌀 Daily report to the Stadium Ticketing Coordinator.
- 🌀 Prepare post-tournament report.

### Profile of successful candidate

#### Must-have requirements

- 🌀 Experience of 1-year administrative work.
- 🌀 Full professional proficiency in English (both oral and written).
- 🌀 Organized, accuracy, service-oriented and resistant to stress, team player.
- 🌀 Good knowledge of mobile devices.
- 🌀 Available to work on the weekends and outside the office hours.

#### Additional requirements

- 🌀 University degree.
- 🌀 Experience in major international sports event or stadium operations as staff or volunteer as a plus.
- 🌀 Communication proficiency in the local language of the venue considered as a big asset, good knowledge of other languages is a plus.
- 🌀 Good knowledge of mobile devices.
- 🌀 Valid work permit.