



LOS Stadium Ticketing Coordinator

Job information

Job title: LOS Stadium Ticketing Coordinator

Hierarchy level: Coordinator

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 Coordinator will be overall responsible for the implementation of the ticketing operations within the stadium and for reporting stadium-related matters to the [LOS Venue Ticketing Manager](#).

Key responsibilities

Communication and cooperation

- 🌀 Collaborate closely with LOS Venue Ticketing Manager.
- 🌀 Main contact for stadium counterparts.
- 🌀 Liaise between ticketing staff, the host city, the stadium operators and the football clubs involved in the stadium operations.

Training of other staff members and/or volunteers

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

Event-time responsibilities

- 🌀 Ensure proper implementation of the ticketing operations within the stadium including seat checks, signage, preparation of ticketing stadium locations.
- 🌀 Implement mobile ticketing operations as required.
- 🌀 Implement match day operations in accordance with the ticketing operations plan.
- 🌀 Supervise match day stadium preparations.
- 🌀 Staff planning for match day stadium operations.
- 🌀 Support with safety and security, spectators and access control services.



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- 🌀 Troubleshoot ticketing-related problems as they arise.
- 🌀 Provide customer service for ticketing matters at the venue if required.

Administration

- 🌀 Daily report to the LOS Venue Ticketing Manager.
- 🌀 Prepare report post-tournament.

Profile of successful candidate

Must-have requirements

- 🌀 Experience of 1-2 years in stadium operations.
- 🌀 Full professional proficiency in English (both oral and written).
- 🌀 Organized, accuracy and resistant to stress, team player.
- 🌀 Good team management and communication skills.
- 🌀 Available to work on the weekends and outside the office hours.
- 🌀 Valid work permit.

Additional requirements

- 🌀 University degree.
- 🌀 Experience in major international sports event or stadium operations 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.
- 🌀 Problem solving attitude.
- 🌀 Good knowledge of mobile devices.
- 🌀 Experience of work with volunteers.