



LOS Ticket Centre Coordinator

Job information

Job title: LOS Ticket Centre Coordinator (2 per venue)

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 Ticket Centre Coordinator has the overall responsibility for the Ticket Centre in his/her venue including staff, customer service, stakeholders, processes and facilities. This position is reporting to the [LOS Venue Ticketing Manager](#).

Key responsibilities

Communication and cooperation

- 🌀 Collaborate closely with the Venue Ticketing Manager.
- 🌀 Main contact for the Ticket Centre.
- 🌀 Close collaboration with other projects like Accreditation, Safety, Security and Service and Signage.

Training of other staff members and/or volunteers

- 🌀 Conduct training of the Ticketing Centre volunteers.
- 🌀 Prepare the documentation used for the training of the Ticketing Centre volunteers.
- 🌀 Monitor the activity of the volunteers and report any issue to the volunteer manager.

Event-time responsibilities

- 🌀 Preparation and set-up of the Ticketing Centre.
- 🌀 Ensure smooth running of the Ticketing Centre.
- 🌀 Ensure an excellent customer service to the fans.
- 🌀 Troubleshoot problems related to the ticket collection process/mobile ticketing.
- 🌀 Supervise the management of the facilities and queues.
- 🌀 Supervise the dismantling of the Ticketing Centre.



LOS Ticket Centre Coordinator

Administration

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

Profile of successful candidate

Must-have requirements

- 🌀 Experience of 2 years in customer facing environment.
- 🌀 Experience of 1 year in ticketing for international events.
- 🌀 Full professional proficiency in English (both oral and written).
- 🌀 Good team management skills.
- 🌀 Organized, service-oriented and resistant to stress.
- 🌀 Ability of work extra hours during match days and match day preparations.
- 🌀 Valid work permit.

Additional requirements

- 🌀 University degree.
- 🌀 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.