



LOS Venue Ticketing Manager

Job information

Job title: LOS Venue Ticketing Manager
Hierarchy level: Manager
Full/part-time (%): 100%
Start date: 15/04/2020*
End date: 01/07/2020*

(*) 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 Venue Ticketing Manager will be overall responsible for the implementation of the Ticketing project in his/her UEFA EURO 2020 venue.

Key responsibilities

Communication and cooperation

- 🌀 Regular liaison with UEFA project stakeholders.
- 🌀 Main contact for the TICK venue team included access control and ticketing center.
- 🌀 Coordinate with the Euro 2020 project team onsite and stadium operators to ensure the requirements are met in terms of ticketing.
- 🌀 Participate to daily venue team meetings.
- 🌀 Training of other staff members and/or volunteers.
- 🌀 Organize the training of TICK staff.
- 🌀 Prepare the documentation used for the training of the volunteers.
- 🌀 Conduct the ticketing specific training for the volunteers.

Event-time responsibilities

- 🌀 Overall responsible for match day preparations & operations.
- 🌀 Troubleshoot problems concerning ticketing as they arise.
- 🌀 Support/liaise with safety and security, spectator and access control services.
- 🌀 Plan and allocate various daily tasks to the ticketing venue team (incl. volunteers).
- 🌀 Supervise the set-up and dismantling of TICK facilities.
- 🌀 Liaise with any appointed service providers.
- 🌀 Satisfy all customer ticketing needs at the venue and provide excellent customer service.
- 🌀 Provide troubleshooting support for access issues.



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Administration

- 🌀 Daily liaison with the UEFA TICK project team.
- 🌀 Submit daily reports and debriefs (incl. statistics) according to provided guidelines and deadlines.

Profile of successful candidate

Must-have requirements

- 🌀 Experience of 3 years in ticketing or in major sports events or large international events.
- 🌀 Team management skills.
- 🌀 Experience in supervising a team.
- 🌀 Full professional proficiency in English (both oral and written).
- 🌀 Advanced in Microsoft Office (specifically excel) and ability to familiarize with new IT systems quickly.
- 🌀 Good presentation skills.
- 🌀 Organized, service-oriented and resistant to stress.
- 🌀 Available to work on the weekends and outside the office hours.
- 🌀 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.