



LOS Fleet & Dispatch Agent Green Project

Job information

UEFA EURO 2020 Project: Event Transport

Job title: LOS Fleet & Dispatch Agent

Hierarchy level: Assistant

Full/part-time (%): 100%

Start date: 04/05/2020

End date: 02/07/2020

Project mission

The mission of Event Transport (ETRN) is to provide safe, secure and reliable passenger transportation to specific target groups and to enforce seamless vehicle access and parking operations at the stadium. The LOS Fleet & Dispatch Agent will be responsible for the provision of fleet services in a Host City. This role reports to the LOS Fleet&Bus Coordinator.

Key responsibilities

Communication and cooperation

- Act as the main operational contact for VIK (value in kind) and fleet service providers
- Cooperate closely with event service providers on-site in order to guarantee the fulfillment of service requirements

ETRN workforce responsibilities

- Coordinate daily transport services and dispatching of drivers
- Implement and adapt all fleet operational processes and procedures in accordance to guidelines from UEFA and Service Level Agreements
- Monitor the activity of drivers and volunteer workforce (according to the guidelines of the volunteer programme) at the fleet compound

Event-time responsibilities

- Implement processes and procedures to maintain fleet operational readiness
- Implement process for quality and cost control of all fleet support services
- Apply and enforce EURO 2020 fleet policies and procedures for staff and service providers
- Oversee and coordinate the allocation of resources at the fleet compound
- Responsible for processing transfer requests data in FAME and EGON (EURO Ground Operations Network - Dispatch Tool)
- Implement process for transfer requests change management in the Host City
- Apply fleet compound policies and procedures for staff and volunteers
- Ensure proper data collection of all fleet related services in accordance to UEFA requirements

Administration

- Support LOS ETRN Manager on the implementation and follow-up of project plans
- Apply procedures with regards to cost control and supplier management in line with project guidelines



Profile of successful candidate

Must-have requirements

- Full professional proficiency in English (both oral and written) and in the local language of the venue
- At least one year experience working on a team
- One to two years' experience working in transport operations
- Experience working with volunteer workforce
- Service and solution oriented
- Excellent communication skills

Additional requirements

- Experience in guest management operations and customer service
- Experience in managing suppliers
- Able to demonstrate ability to deliver complex projects within scope and budget and to non-negotiable deadlines
- Drivers licence B

Background information and requirements regarding the cooperation between the LOS and UEFA as well as general rules of conduct

- These topics will be formalized in the cooperation agreement which will be signed between UEFA and each LOS
- Several points will be covered, such as general rules of conduct (e.g. as a representative of UEFA EURO 2020, the candidate needs to embrace UEFA's values such as respect and integrity) or requirements regarding project reporting (e.g. the candidate needs to comply with general guidelines in accordance with UEFA's programme management approach)

Applications must be submitted to: cristina.toma@euro2020.com. The application file must contain: a CV in English, EUROPASS format, a passport photo of the candidate as well and a motivation letter. Applications must be submitted by 31st January 2020.