



Stadium Ticketing Assistant – LOS TICK Green Project

Job information

UEFA EURO 2020 Project: Ticketing
Job title: LOS Stadium Ticketing Assistant
Hierarchy level: Assistant
Full/part-time (%): 100%
Start date: 11/05/2020
End date: 01/07/2020

Project mission

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

- 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



Administration

- 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

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**.