



Stadium Ticketing Coordinator -LOS TICK Green Project

Job information

UEFA EURO 2020 Project: Ticketing
Job title: LOS Stadium Ticketing Coordinator
Hierarchy level: Coordinator
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 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



- 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

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

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 **15th January 2020** .