



LOS Venue Ticketing Manager - TICK Green Project

Job information

UEFA EURO 2020 Project: Ticketing
Job title: LOS Venue Ticketing Manager
Hierarchy level: Manager
Full/part-time (%): 100%
Start date: 15/04/2020
End date: 02/07/2020

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 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



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

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

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** .