



JOB DESCRIPTION

PENTICTON VEES TICKETING MANAGER

Job Title: Penticton Vees – Ticketing Manager
Wage: 40,000-50,000 yearly dependent on experience & qualifications PLUS commission on season ticket sales.
Department: Penticton Vees Ticketing
Reports To: Penticton Vees Director of Ticketing
Hours: Full Time. Must be able to work flexible shifts/schedules including weekends, nights, and holidays as needed

Overview: As we gear up to our first season as part of the WHL, we're looking for a Ticketing Manager to join the team. Working alongside the Director of Ticketing you will create the ultimate customer experience for our hockey fans coming to the South Okanagan Events Centre.

Responsibilities include, but are not limited to the following:

- Have a genuine passion for supporting the implementation of the venue's ticketing policies, adapt based on changes and customer's needs
- Support the team in managing high volume telephone calls and emails
- Actively sell ticketing packages and group tickets for game days
- Collaborate with other departments to be ahead of our customer's needs, providing up to date information and insight and feedback in relation to the upcoming WHL season
- Gear up the ticketing team members and partners so they have all the right information and a clear understanding of the venue, upcoming games, seating policies and procedures
- Build strong, positive, engaging rapport and communication with the box office, event organizers and internal departments which put our fans and community first
- Develop and maintain professional relationships to support internal departments with integration of ticketing processes to ensure efficiency across multiple teams
- Assist with effectively managing seating configurations, package sales content, and pricing
- Know the ticket sales, monitor and provide prompt accurate sales reports and breakdowns prior to and on event days to the Director of Ticketing and management team

- Collaborate with all venue partners to ensure they have the best experience for their ticket allocations, ensuring the process is efficiently managed in line with contractual rights
- Be one team, exceeding the ultimate customer experience for every fan on the lead up to and on game days
- Thrive when its busy and show resilience to make decisions in a demanding environment
- Ability to work independently as needed
- Ability to stay organized and plan with time lines in mind
- Responsible for all revenue generation from package and group ticket sales
- Perform other duties and responsibilities as assigned

Qualifications (educational, experience and basic knowledge requirements):

Previous experience working in sales, a ticket office or customer service environment

Understand ticketing software, systems and price scaling models

Proficient in the use of Excel and the Office Suite of software

Ability to work event nights, weekends and holidays as required

Ability to work pre-game, during, and post-game of all events

Ability to multitask and prioritize work effectively

A team player who enjoys working in a high achieving environment, as well as being self-motivated and able to work independently as needed

Drive strong interpersonal skills, creating and fostering relationships

Promote the brand and values in a positive and professional manner

Comfortable handling own operational workload as well as supporting others

Experience of providing exceptional customer service and delivering an exceptional customer experience

Be open to learning and building an in-depth knowledge of the venue's facilities and ticketing options

Knowledge of the WHL and Junior hockey is an asset

Knowledge of ticketing software is an asset

To apply, please send your resume and a cover letter directly to Ticketing@PentictonVees.com

The South Okanagan Events Centre Complex & Penticton Veeps are equal opportunity employers.

We are committed to developing a culturally diverse workforce.