



## **Ticketing Coordinator**

The Gold Coast SUNS, driven by a purpose to deeply connect with our community and inspire them to be part of our extraordinary journey, are seeking a passionate and dedicated individual to join our Consumer, Community, and Marketing team. As a Ticketing Coordinator, you will play a crucial role in ensuring the seamless execution of day-to-day ticketing operations, delivering exceptional customer service, and contributing to the achievement of key department KPIs.

### **Key Responsibilities:**

- Act as the primary contact for Ticketek, ensuring smooth communication and execution of ticketing requests, including special ticket offers.
- Liaise with AFL MSS and AFL Ticketing on matters related to tickets, including member entitlements.
- Collaborate with the Membership team to troubleshoot member issues related to accessing tickets through Ticketek.
- Coordinate the fulfillment of internal ticket requests for various departments, ensuring accurate tracking and cost codes for internal transfers.
- Serve as the key contact for opposition teams regarding ticketing requests and coordinate bespoke builds with Ticketek.
- Capitalise on crowd build opportunities from internal departments, contributing to achieving ticketing targets.
- Collaborate with the Membership Team to ensure the seamless delivery of matchday operations across membership and ticketing.
- Any other duties as directed by the Ticketing and Insights Manager to support department and Club KPIs and goals.

### **Essential Qualifications / Experience / Skills:**

- Previous ticketing experience.
- Previous experience using Aspect and/or Archtics platform.
- Strong administrative skills, proficient in Microsoft suite of products.
- Excellent written and oral communication skills.
- Exceptional organisational skills, attention to detail, and ability to prioritise work within tight time frames.
- Outstanding customer service skills with a 'can-do' attitude.
- Ability to maintain confidentiality and security in all aspects of the business.
- A friendly and enthusiastic team player with a proactive and enthusiastic work ethic, capable of working autonomously.

### **Desirable:**

- Database experience.
- Interest in/experience in data and data analytics.
- A degree or diploma in Marketing, Communications, or equivalent.
- Experience in a sporting environment.
- Knowledge of AFL.

If you are a dedicated professional with a passion for delivering outstanding customer experiences and want to be a part of our extraordinary journey! Please apply via our candidate portal - [https://goldcoastfc.secure.force.com/recruit/fRecruit\\_ApplyJob?vacancyNo=VN097](https://goldcoastfc.secure.force.com/recruit/fRecruit_ApplyJob?vacancyNo=VN097)

Only applications received via the portal will be considered.

**Applications Close Monday 12 February 2024**