



MANAGER OF TICKET OPERATIONS

PRIMARY OBJECTIVE

The Manager of Ticket Operations is responsible for ensuring that the Belleville Senators ticket operation is properly serviced. This is accomplished by developing effective processes and establishing an appropriate standard of service quality that leads to successful client relationships. The Manager guarantees all responsibilities are performed in a positive atmosphere that is efficient and represents our service culture while ensuring internal and external customer satisfaction. A commitment to outstanding customer satisfaction will be achieved through proper planning, coordinating, organizing, and monitoring all responsibilities under his or her management.

RESPONSIBILITIES

- Demonstrates alignment with the company's vision, mission and core values each day.
- Seeks ways to enhance the fan experience in unexpected ways.
- Empowered to say YES by creating brand advocates of the Belleville Senators.
- Obsessed with exceeding our fans expectations every day.
- Maintains consistency in attitude and behavior.
- Ensures ticket data is uploaded to AHL Analytics in a timely manner.
- Approaches all tasks with a "can-do" attitude understanding that there is no other kind of attitude.
- Takes ownership and sees the client's need through from beginning to end
- Exercises appropriate judgment in handling client situations.
- Responds in a positive manner with alternative solutions when a client's initial request is not possible.
- Shows initiative and takes action with an appropriate level of independence
- Provide leadership and support to all members of ticket operations.
- Oversee the timely and accurate processing of account information for all clients including payments, seat assignments, and contact information
- Oversee the timely and accurate processing of the Belleville Senators Hockey Club ticket requirements, which can include;
 - Season Ticket Sales
 - Single Game Tickets
 - Mini plan processing
 - Renewal processing for season seats
 - Premium seating that includes other amenities.

- Playoff processing
 - Additional ticket requests
 - Monthly bill plans
 - Single Game On Sales
 - Event sales as required
- Ensure that staffing levels are adequate and properly maintained during peak processing periods.
 - Serve as the primary contact for event based clients and is responsible for providing solutions for their ticketing concerns and challenges
 - Develop and generate reports for internal and external clients (ie. Renewal / playoff invoice)
 - Set up and process monthly bill plans
 - Responsible for ticket inventory management
 - Collaborate with the COO to develop staff guidelines that includes sections on support, reporting, company policies and staff training.
 - In Cooperation with the COO and other senior staff helping write and review polices and procedures for Belleville Senators and ensuring that they align with the strategic objectives of the organization
 - Represent the Belleville Senators in a positive manner to fans and the community
 - Develop appropriate and effective relationship with all team ticket sales staff to ensure all business objectives are achieved.
 - Perform other duties as required.

REQUIRED EXPERIENCE

- University degree or College diploma in business administration or similar
- 5 years Box Office management experience with a sport franchise preferred; experience with Ticketmaster is also preferred
- Proficient spreadsheet application
- Proficient oral and written communication skills
- Exceptional management, leadership and coaching skills
- Excellent problem solving, and conflict resolution skills
- Able to work under pressure and meet tight deadlines
- Excellent customer service skills
- Team player

To apply please send your cover letter, resume and available start date to jobs@bellevillesens.com and include the position of Manager of Ticket Operations in your cover letter. Job will remain open until filled.