

Ticketing Sales & Operations Representative

Purpose:

The Ticketing Operations Representative supports the day-to-day delivery of the stadium’s ticketing operations, ensuring all ticket products are accurately configured, launched, sold, and reported across events. The Representative manages ticketing systems, sales processes, and fulfilment channels to ensure operational accuracy, compliance, and seamless customer experience. Working in a fast-paced environment, the position requires strong attention to detail, system expertise, and the ability to manage multiple events on sales simultaneously.

Key Responsibilities:

- Supervise the end-to-end operational delivery of all stadium and event ticket sales.
- Confirm and monitor all ticketing builds within the primary ticketing system, including pricing, availability, priority windows, access rules, seat mapping, and on-sale timelines.
- Oversee the full on-sale lifecycle: testing, launch, monitoring live sales, issue resolution, and post-sale reconciliation. This should include renewals of season tickets & memberships.
- Ensure ticket inventory is accurately controlled and reconciled across all sales channels.
- Manage all ticket fulfilment methods including digital tickets, physical tickets, physical cards, and ticket collections.
- Verify access control systems are correctly configured, tested, and aligned with ticketing rules for each fixture.
- Coordinate all communication for all ticketing related announcements, including web and email communication, noting specific on-sale details.
- Ensure all ticketing content on web site and social channels is accurate and up to date.
- Maintain rigorous quality assurance processes to prevent on-sale errors, pricing issues, or access failures.
- Lead troubleshooting of ticketing system issues and manage escalations with system providers and internal IT teams.
- Lead ticketing operations on event days, ensuring systems are live, monitored, & supported.
- Serve as the primary contact for ticketing incidents impacting supporter access or sales.
- Monitor ticket misuse including touting & transfer. Also to sit on club’s incidents panel.
- Develop and maintain clear operational procedures, checklists, and on-sale timelines.
- Train staff on ticketing systems, sales processes, and supporter concern resolution.
- Ensure ticketing data accuracy across CRM, finance, and access control systems.

Experience Minimum Requirements	Education Minimum Requirements
<ul style="list-style-type: none"> • 4 - 5 years of experience in sales focused on ticketing operations. 	<ul style="list-style-type: none"> • High school, diploma or vocational training in sales, marketing, or equivalent.