



JOB DESCRIPTION

PENTICTON VEES DIRECTOR OF TICKETING

Job Title: Penticton Vees – Director of Ticketing
Wage: 50,000-60,000 yearly dependent on experience & qualifications PLUS commission on season ticket sales.
Department: Penticton Vees Ticketing
Reports To: Penticton Vees Business Operations
Hours: Full Time. Must be able to work flexible shifts/schedules including weekends, nights, and holidays as needed

Overview: The Director of Ticketing will ensure the sales team at the venue meets all individual and departmental sales goals. This position is responsible for the tasks related to the WHL team season ticket sales at the South Okanagan Events Centre.

Responsibilities include, but are not limited to the following:

- Responsible for season ticket sales at the venue for the WHL team
- Manage and participate in the development and implementation of goals, objectives, policies, and priorities of the ticket sales programs and activities
- Assume management responsibility for all services and activities of the Sales Department including sales tools and materials, proposals, sales calls and contracts
- Identify, prospect, and obtain new business opportunities to meet and exceed sales targets
- Assist with establishing ticket pricing and package structures
- Assist with the management of ticket inventory
- Perform and provide exceptional customer service to fans, sponsors and the public as well as helping resolve any ticketing issues
- Conduct tours of facility for potential season ticket holders, answer questions and provide information regarding the venue and ticketing
- Work jointly with the Box Office, Operations, Administration, Marketing, Security, and Guest Services to ensure ticketing policies and procedures are followed to provide for an enjoyable patron experience
- Meets with General Manager on a regular basis to discuss all matters pertaining to sales operations
- Travel in the area in search of new business
- Budget and work within operating budget
- Responsible for all revenue generation from season ticket sales
- Perform other duties and responsibilities as assigned

Qualifications (educational, experience and basic knowledge requirements):

- Minimum of five (5) years of increasingly responsible sales experience for an arena, convention center, sports franchise, or similar facility, including supervisory responsibility
- Bachelor's degree or similar from an accredited college or university with major course works in Marketing, Business Administration, or a related field
- Ability to work event nights, weekends and holidays as required
- Ability to work pre-game, during, and post-game at all events
- Ability to work as a team player in a team oriented environment while also being able to work independently when needed
- Has a strong track record of building relationships and generating new business
- Excellent organizational skills, leadership skills, customer service skills
- Enthusiastic and positive thinker
- Strong PC and data processing skills; working knowledge of MS Word, Excel, Outlook as well as database management software
- Ability to speak publicly and be professional with customers and small groups
- Strong English written and oral communication skills
- Strong conflict resolution, negotiation, and customer service skills
- Ability to work under pressure and with tight deadlines
- Ability to be organized with workloads and time lines
- 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 Vees are equal opportunity employers.
We are committed to developing a culturally diverse workforce.*