

Position Overview:

Built upon our storied legacy, we win on and off the field by intentionally uniting our players, alumni, teammates, and guests. We strive to create meaningful relationships and deliver a world-class experience in all interactions. It is our shared responsibility to ensure that the greatness of the Raiders is in its future.

The Coordinator, Ticket Operations will be responsible for supporting the Sr. Manager of Ticket Operations to ensure all ticketing needs are met and executed. They will also be responsible for training and managing box office staff and gate entry staff on event days. They will need a general understanding of all operational processes relative to the gameday experience, including parking, ticketing, and wayfinding within the stadium. Lastly, this position will assist the ticket sales and service teams with day-to-day operational needs to ensure they are equipped with the correct tools to provide the best-in-class service.

Essential Job Functions

- Manage and train Allegiant Stadium Box Office operations on Raider gamedays and for other ticketed events.

- Assist the Sr. Manager, Ticket Operations with setting up pricing for all major ticketed events at the stadium.
- Help facilitate the season ticket fulfillment process with Consolidated Printing.
- Manage STR Marketplace, the Raiders PSL resale partner.
- Manage all Ticketmaster Account Manager platforms, keeping them up to date with current and relevant information.
- Assist with creating collateral as it pertains to both Raiders and other event mobile images, mobile ticketing guides, and season ticket inserts.
- Assist the Sr. Manager, Ticket Operations as a ticketing point of contact between Raiders internal service teams including, without limitation, Sales, Corporate Partnerships, Marketing, Fan Experience, Community Relations, Raiders Foundation, Football, and Alumni Affairs.
- Collaborate with ASM Global and help manage distribution and fulfillment of ADA seating for ticketed events.
- Manage the Allegiant Stadium Tours ticket operations processes.
- All other duties directly or indirectly required to ensure that the Raiders provide best-in-class Ticketing.

Qualifications:

- Undergraduate degree required, with a concentration in Sports Management or related field
- Minimum one year experience in stadium, arena, or major event center operations required
- Minimum one year experience with Ticketmaster systems preferred
- Strong interpersonal skills and a successful track record of team leadership
- Effective time management and organizational skills necessary to thrive in a fast-paced environment while responding quickly and effectively under changing priorities
- Strong presentation skills and the demonstrated ability to interact effectively with stakeholders
- A strong sense of ownership, accountability, and urgency
- Confidence, humility, and patience
- Ability to work extended hours and flexible schedule including nights, weekends and holidays as needed

Physical Aspects of Position (includes but are not limited to):

- Sitting for long periods of time throughout shift
- Occasional lifting and carrying up to 50lbs
- Frequent walking, standing, bending, kneeling, pushing, and pulling

The Las Vegas Raiders provide equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.