



**Job Title:** Ticket Operations Manager  
**Department:** Ticket Operations  
**Level:** Manager  
**Type:** Full Time Regular  
**FLSA Status:** Exempt

## **SUMMARY**

When you join Seattle Sounders FC, you join a soccer-loving, socially progressive, ambitious club rooted in the best soccer city in America. Here we average approximately 40,000 fans per match, maxing out with over 69,000 fans when we won the 2019 MLS Cup on home soil. We exist to create special moments like these, where we enrich lives and unify our fans and city through soccer.

As the Ticket Operations Manager, you'll assist in managing all aspects of day-to-day operation of the Ticket Operations Department. In addition, you will be responsible for oversight of the matchday box office operations. This individual will partner with all departments to provide a customer friendly ticket experience for all constituents. Must be an innovative problem solver with the ability to train and motivate customer service agents to deliver on a positive match day experience for fans. Strong attention to detail and task management capabilities needed to manage multiple tracks of work in an often time sensitive, fast-paced environment.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Lead matchday box office on all Sounders FC matchdays. Responsibilities included, but not limited to, supporting customer service agents, reporting, ticket software and hardware troubleshooting, processing sales, etc.
- Assist in the back-end creation of all ticket events, price codes, packages and other Archtics programming needs
- Manage the creation of all online sales process and ensure the customer purchasing experience is seamless.
- Manage ADA inventory, facilitate ADA requests, ensure compliance and provide the appropriate match reports to the stadium.
- Create a process for and participate in a thorough testing process prior to any product launch
- Process monthly payment plans and provide appropriate reports to the necessary departments
- Train representatives on new ticket operation processes and phone orders.
- Investigate account ticket issues and work with membership executive team to troubleshoot.
- Assist in managing inventory.
- Assist in pulling reports based on requests.
- Collaborate with marketing and design to provide an interactive and updated account manager experience with appropriate offers.
- Coordinate ticket operations requirements for season ticket member relocation
- Maintain relationships with external partners such as Ticketmaster, ioMedia, Lumen Field to provide the best ticket experience for our fan base.
- Assist with yearly system archiving, clean-up, and any updates.
- Manage parking inventory and reporting.
- Create a process for and complete post-launch debriefs



- Other duties may be assigned.

## **QUALIFICATIONS**

- 3+ years experience in the theatre or entertainment industry.
- 3+ years experience with Ticketmaster suite of products including Archtics, TM Host, Presence and TMI.
- Previous experience in CRM systems such as Salesforce.
- Proficiency with Microsoft Office including Word, Excel, Outlook, PowerPoint and Access.
- Must be able to work independently, as well as train, manage and motivate others.
- Excellent verbal and written communication and documentation skills required.
- Strives for continuous improvement in processes, approaches, and system capabilities.

## **WORK ENVIRONMENT**

- This is a hybrid position, expected to work all Sounders FC matches at Lumen Field, events and meetings in market as needed.
- Must be able to work non-traditional hours, including evenings, weekends, and holidays.
- Employee must reside within Washington state upon date of hire.
- Employee must be able to facilitate own local travel.
- Must be fully vaccinated at the time of hire and follow all club and league COVID-19 protocols.

We celebrate our inclusive work environment and welcome members of all backgrounds and perspectives. Women, gender-nonbinary, people of color, LGBTQIA+ people and people with disabilities are encouraged to apply. Please contact the Sounders HR department with any question.

The physical demands reflective of the duties and work environment herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Sounders FC is committed to providing Reasonable Accommodations and will work with you to meet your needs.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.