



Ticket Operations Coordinator

About Us:

Professional soccer has been a part of Minnesota for over four decades and Minnesota United is at the forefront of growing the game at all levels. From the first team to the front office to the Youth Development Program to our work throughout the Twin Cities, the club's goal remains the same: to inspire and unite our community through the world's game. We'll accomplish this through a culture built on accountability, respect, excellence and honesty and by creating a fan experience and connection to the community second to none. In addition to a fast-paced environment with hard-working, collegial, engaged coworkers, we offer generous benefits, a forward-thinking culture, and the opportunity for career growth. When it comes to our employees, we value passion, dedication, diversity, resilience and teamwork.

Job Description:

The Ticket Operations Coordinator is a full-time position focused on assisting the Ticket Operations Department with season tickets, individual games and various other events. The Ticket Operations Coordinator also assists in supervising part-time Ticket Office staff. This position reports to the Manager of Ticket Operations.

Essential Duties:

- Assist with the administering day-to-day operations of the Ticket Operations Department, including building promotional codes, inventory management and various daily duties
- Assist with training and supervising Ticket Office staff/MNUFC staff during home games by answering questions and assisting with customer issues
- Complete daily ticket sales reports and distribute as needed
- Demonstrate excellent customer service skills, including responding promptly to customer needs and requests for assistance
- Perform and execute system maintenance on SeatGeek
- Assist Guest Experience staff with deployment of ticket scanners
- Assist in training and development of sales staff on SRO/ SeatGeek
- Other duties may be assigned by the Ticket Operations Manager



Experience:

- 1 - 2 years of related experience and/or training or equivalent combination of education and experience
- Ticket Operations background preferred
- Strong interpersonal and customer service skills, team orientation and the ability to communicate effectively at all levels
- Ability to operate computerized ticketing system
- High level of demonstrated professionalism and integrity
- Ability to problem solve and solutions minded thinker
- Exceptional attention to detail and strong analytical skills
- Ability to work flexible hours including daytime, evening, weekends, and holidays

Company Profile:

MNUFC is a professional soccer club playing in Major League Soccer (MLS), the top tier of soccer in North America, and which operates under the oversight of the U.S. Soccer Federation, a member of FIFA. The Club is headquartered in Golden Valley, MN. Soccer operations are located at the MNUFC Training Center in Blaine, MN and the team plays its home matches at Allianz Field in St. Paul, MN.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.