

Concierge Live

Coordinator, Partnership Activation Team

Concierge Live is a leading technology firm in the sports corporate ticketing space servicing the preeminent sponsors, teams, leagues and marketing agencies in the industry. Operated and owned by executives with years of experience in team sports, live entertainment, brand partnerships and software development, our company's application simplifies the administrative tasks of managing suite, ticket and hospitality assets for sponsors and corporate consumers. Features within the platform allow clients to easily keep track of their ticket inventory, fulfill requests for tickets from their employees and customers and generate a range of valuable reports.

We are seeking entry-level Coordinators to join our Partnership Activation Team. Our coordinators are the backbone of the best-in-class customer support for which Concierge Live has become famous and are essential to the continuity of operations as well as our relationships with clients and stakeholders. Liaising with both customers and internal teammates on a day-to-day basis, Partnership Activation Team members are expected to learn important elements of the Concierge Live platform as well as become ticket management consultants, offering clients strategic advice predicated on best practices in our industry. Although candidates are *not* expected to have prior experience in either area, they are expected to be motivated and adept learners, deeply invested in our new employee training program. Candidates for this position must possess a focus and passion for customer service activities and, when necessary, be able to act as a quick-thinking, "behind the scenes" problem-solver.

Primary Responsibilities

- Oversee the day-to-day management and delivery of physical and digital ticketing inventory
- Create and update client ticketing inventories
- Assist in creating report/data packages, training aids and collaterals
- Attend client meetings to understand their needs and goals
- Gather and assemble information and analysis in the development of briefs, proposals, etc.
- Identify, research, and resolve user support issues
- Set up and capture meeting notes, content, agreed action, ownership, due dates and next steps, distributing to relevant parties upon completion
- Actively contribute to overall idea generation for Company processes, products and services

Qualifications

- No prior experience required
- A passion for problem solving and technology
- Ability to learn and maintain processes while working in a fast-paced environment
- Embrace flexibility and change within the growing department
- Strong attention to detail
- Solid written and verbal communication skills
- Strong interpersonal and organizational skills

Concierge Live is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, ancestry, sex, sexual orientation, gender identity or expression, religion, age, pregnancy, disability, work-related injury, covered veteran status, political ideology, marital status, or any other factor that the law protects from employment discrimination.