

P O R T L A N D WINTERHAWKS

Job Title: Manager, Ticket Operations

Reports to: Vice President, Sponsorships and Ticket Sales

Salary Range: This is a full-time exempt position with competitive salary, benefits and paid time off. Must be willing to work evenings and weekends as needed for games and other events.

Job Summary: The Manager, Ticket Operations will be responsible for all aspects of ticketing and ticket operations for the Portland Winterhawks Hockey Club. The position requires a highly organized and detail-oriented professional who oversees the planning and execution of Winterhawks Ticket Operations and efficiently and effectively supports both ticket transactions and the customer ticket purchasing experience. The role is responsible overseeing administrative, technical, and customer service duties, ensuring excellent, efficient, and professional ticketing and sales services to all guests.

Essential Duties:

- Oversee and manage the building of all game events, pricing, offers, ticket inventory, collection of ticket revenue, and processing and fulfillment of tickets.
- Manage ticket operations personnel, financial and strategic plans, and day-to-day operations of the department.
- Continuously work with Winterhawks ticket partner (Ticketmaster) to improve back office and customer experience with ticketing products and technology.
- Support the setup of game/events on Ticketmaster's platforms.
- Collaborate with all departments to develop innovative ways to execute ticketing plans and ensure that goals and procedures are accomplished.
- Employ progressive leadership and influence department/sales personnel to embrace and adapt to new ticketing strategies, processes, and technology.
- Oversee and support data tracking and reporting related to Winterhawks tickets and accounts.
- Directly communicate and collaborate with the Leadership team on ways we can improve and increase sales.
- Work in partnership with Accounting/Finance, Sales, and Leadership Team to develop effective organizational ticket sales reports/trackers.
- Handle customer service issues on game nights.
- Oversee all ticket delivery.
- Organize and facilitate training and development for all Ticket Sales & Operations personnel.
- Other duties as may be assigned.

Qualifications:

- Bachelor's Degree preferred.
- 3-5 years of related work experience, primarily in ticket operations.
- Extensive ticketing experience in the entertainment/sports industry.
- Excellent interpersonal skills and superior verbal and written communication skills; able to professionally communicate and interact with all levels of management.
- Ability to professionally handle highly sensitive and confidential information.



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- Skilled problem solver, using techniques and data.
- Excellent customer service and public relations skills.
- High proficiency with Microsoft Excel.
- Previous Ticketmaster experience preferred.
- Ability to work long hours, weekends and holidays while prioritizing multiple tasks in a deadline driven environment.
- Ability and willingness to work and have fun on a daily basis.
- Willingness to work a flexible schedule based on the changing priorities of the department.

To apply send your resume and a cover letter to sales@winterhawks.com.

The Portland Winterhawks are an equal opportunity employer and value diversity at our organization. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

