

**TOURISM VANCOUVER  
METRO VANCOUVER CONVENTION AND VISITORS BUREAU  
Schedule A**

**POSITION DESCRIPTION**

Position Title: Coordinator, Tickets Tonight

Department: Experience Vancouver

Reporting to: Manager, Experience Vancouver

Date Prepared: October 2017

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**POSITION SUMMARY:**

The Coordinator, Tickets Tonight is responsible to provide overall administrative coordination for Tickets Tonight within the Experience Vancouver team.

**POSITION RESPONSIBILITIES:**

Under the direction of the Manager, Experience Vancouver, the Coordinator is responsible to:

- Build ticketed events and seat maps in the ticketing system
- Update events in the ticketing system, including re-classing seats and editing information
- Assist writing and editing content on the Tickets Tonight website
- Coordinate communications, contracts, payments and materials created and/or managed by the Experience Vancouver Manager
- Assist with obtaining half-price product at the booth
- Maintain accurate and up-to-date event information in an extensive event database for the Tickets Tonight website
- Organize will-call tickets and place tickets on hold in the ticketing system; print hard tickets and mail tickets
- Provide information to all Experience Vancouver and call centre staff on a continual basis to maintain a positive, productive and professional environment, ensuring successful business outcomes
- Coordinate off-site box office operations
- Maintain Tickets Tonight social media presence (Twitter, Facebook, and others)
- Assist with coordination of advertising events on Tickets Tonight's digital assets
- Prepare/curate content for all Tickets Tonight digital properties including newsletters and social media channels
- Provide updates of new shows on the ticketing system to Experience Vancouver staff including call centre
- Facilitate ticket giveaways for public (comp tickets, setting up daily email/facebook/twitter)
- Liaise with producers to ensure accurate display of ticketing information in the ticketing system
- Update Tickets Tonight telephone tree as needed
- Import contacts to DMP email marketing software

- Establish and maintain positive relationships with Tickets Tonight and Tourism Vancouver partners
- Visit client venues to increase facility knowledge and enhance relationships

### **WORKING CONDITIONS:**

This position includes flexibility of working on weekends and holidays. Assistance is required before or after hours for Tourism Vancouver member functions or other related events.

Assist with the occasional after hours box office duties at client venues.

### **QUALIFICATIONS**

Proven administrative experience in a marketing organization and/or ticketing related business is preferred (minimum two years)

Excellent knowledge and proficiency with one or more ticketing systems

Strong technology aptitude with good working knowledge of Microsoft systems, social media, knowledge of HTML an asset

Meticulous attention to detail

Ability to meet deadlines and prioritize multiple projects in a fast paced, ever changing environment

Demonstrated organizational and time-management skills

Demonstrated excellent verbal and written communication skills

Demonstrated ability to work independently and as part of a team

Demonstrated commitment to customer service excellence

Knowledge of Vancouver's arts and cultural community – passion for Vancouver is a must

Professional, creative and possess an innovative spirit

Post-secondary education in tourism, arts, business, marketing or related discipline and/or equivalent experience is preferred.

*Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.*