



JOB DESCRIPTION

Job Title:	Hospitality Ticketing Support Team Member
Reports to:	Head of Project Management
Direct reports:	N/A
Location:	Doha based only
Requested documents:	QID (under family sponsorship), no sponsorship provided
Dates of contract:	Approximately 1(one) month, 13.11 - 12.12.2022
How to apply:	Send your CV to hr.qatar@match-hospitality.com with subject line "Hospitality Ticketing Support Team Member"

External Relationships:	FIFA, Q22, SC, Service providers, Suppliers
Internal Relationships:	Technical&Operations, Catering, Inventory&Fullfilment, Guest Services, Accreditation, Finance, Legal and Administration departments, Senior Management

Job Summary:	The Ticketing Support Team Member will be responsible for responding to customer enquiries and/or issues arriving at the car park of the stadium on match day, ensure smooth entry procedures through the Hospitality Gates and offering support to deal with any challenges encountered by a customer at the Hospitality Welcome desks.
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Key Accountabilities

<ul style="list-style-type: none"> • Build close relationship with the stadium operational team (i.e. FIFA Venue Hospitality Manager, FIFA Ticketing Center Manager, MH Stadium Manager, MH Guest Service Manager, Access Control Manager, etc) • Know the stadium, its perimeters, surrounding as well as all relevant Hospitality areas (Car Parks / Hospitality Gates / Welcome Desks / Lounges / Seating areas) • Ensure all relevant Hospitality areas are ready to welcome customers at gate opening • Assist with any customer queries or challenges they may face during their journey from the car park to the Hospitality Entrances, to the Hospitality Welcome desks and to their lounges or skyboxes • Assist with missing car park passes at in the car park and/or missing or not functional tickets at Hospitality Welcome Desks • Assist in last minute sales/ticket distribution on match day • Support Ticketing Support Team Members in other stadiums on their match day • Other tasks as required by Project Management
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Event Time requirements

- Due to the nature of the event business, the candidate is required to work full time for the duration of the employment, including after hours and during weekends, with limited down time
- Other tasks will be added to the responsibilities as and when required and allocated to by the senior management

Knowledge, Skills and Experience

Essential Experience:

- Ticketing, Stadium and/or Event knowledge and experience in a fast-paced environment
- Experiences interacting with high profile clients

Essential Skills:

- Initiative, solutions-orientated and be able to work under pressure
- Highly customer focused approach with excellent problem-resolving skills
- Excellent interpersonal and communication skills to deal with internal and external stakeholders
- Comfortable reading stadium maps and very good orientation and wayfinding skills
- Self-motivated and used to take initiatives with minimal supervision
- Very flexible approach to working days and hours
- Experience user of Microsoft Office packages (Power Point, Word and Excel)
- Proficiency in English (verbal and writing)

Desirable:

- Fluent in both written and spoken Arabic
- Fluent in one additional language (Spanish, French, German, others)
- Experience working in a stadium
- Ticketing and/or Hospitality experience