



Ticket Operations Coordinator

Job Overview:

World Wide Technology Raceway is seeking a highly motivated and detail-oriented Ticket Operations Coordinator to join our team. As a Ticket Operations Coordinator, you will be responsible for all aspects of the box office operations for the oval and dragstrip events. Duties include event preparation and management, assisting in the management of all Box Offices, and interacting with multiple departments with a strong focus on the ticketing department. The Ticket Operations Coordinator offers direct support to fans for any ticketing and service-related issues and tasked with quickly resolving problems as they arise.

RESPONSIBILITIES:

- Demonstrates excellent customer service skills and responds promptly to customer needs
- Assists in the seat relocation, printing, packaging, and mailing of ticket orders
- Responds to customer requests and maintains a positive rapport with the ticket buyers and racers/participants
- Meet or exceed weekly, monthly and yearly sales goals
- Assist with Box Office / facility setup for events
- Proficient in all Microsoft Office applications with a strong emphasis on functions, formulas and reporting within Microsoft Excel
- Box office knowledge and experience in high volume/high traffic/in person customer service environment
- Positive attitude and ability to both collaborate in a team environment or work independently on assigned projects
- Cognitive thinking and problem-solving skills necessary to diagnose, diffuse and resolve issues quickly
- Proactive in identifying and relaying potential problems and areas of need
- Excellent organizational abilities to multi-task, establish priorities, consistently meet deadlines, and operate under pressure
- Attention to detail including excellent time management
- Monitor website for accurate purchase links and information
- Interact with other internal departments in the sale and fulfillment of ticket requests, i.e. marketing, sales, donations, and media relations
- Utilize ticket system to conduct phone and walk-up sales
- Prepare, organize, and maintain storage areas throughout the season
- Perform general administrative tasks such as shipping, filing, and tech card data entry

- Other duties as assigned

MINIMUM REQUIREMENTS:

- Must possess high school diploma or GED
- 1+ years of experience in ticket operations, preferably in the sports industry
- Strong attention to detail and ability to multitask in a fast-paced environment
- Proficiency in ticketing software and Google Office Suite
- Demonstrated ability to work collaboratively with other departments and stakeholders
- Prior cash handling experience
- Must be able to lift up to 25 lbs.
- Position requires ability to work nights and weekends. Must be able to work long hours in outdoor weather and in a fast-paced environment. Candidate must also be good with people and flexible during events.

Company Description:

World Wide Technology Raceway is a multi-purpose venue hosting a variety of events including NASCAR, NHRA and INDYCAR. 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. 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.