



RUGBY CANADA JOB DESCRIPTION

Title: Coordinator, Ticketing

Type of Position: Contract (December 16, 2019 – May 29, 2020)

Location: Vancouver, BC

Reporting to: Director, Rugby Canada Events & Director, Canada Sevens

Rugby Canada is the national sport organization committed to the domestic development and international success of rugby for Canada.

Canada International Sevens GP Ltd, a division of Rugby Canada, is responsible for the planning and execution of the HSBC Canada Sevens and HSBC Canada Women's Sevens events.

POSITION DESCRIPTION

This position is responsible for the development and delivery of ticketing platforms and programs to support events for Rugby Canada, including the HSBC Canada Men's and Women's tournaments and other high priority events that take place across Canada throughout the year. The coordinator will work closely and collaboratively with the event team to develop and deliver strategic ticketing models, group sales initiatives, and account management. This role will also be responsible for establishing and maintaining all back-end ticketing systems, inventory and reporting tools to provide regular updates to stakeholders as required. Support of additional operational areas may be required.

This is a contract position with a possibility to extend at the conclusion of the work dates.

RESPONSIBILITIES

- Work closely with Rugby Canada & Canada Sevens Directors for development of stadium scaling, pricing strategies and inventory management
- Receive training and serve as the department lead for the Archtics ticketing software system for the HSBC Canada Sevens
- Oversee and lead all private sales of group ticket strategies and products in markets across Canada
- Lead all daily reporting on ticket sales, liaising with the marketing team to identify ticketing trends that align with marketing initiatives
- Work with the marketing and communications team on the delivery of all ticket launches, including back-end set up, group sales strategies and promotional codes & offers
- Maintain a day-to-day relationship with the ticket sale/service suppliers
- Regularly report on associated budgets, milestones and timelines in accordance with Rugby Canada and Canada Sevens objectives
- Work closely with the Rugby Canada & Canada Sevens Directors to develop local and international sales initiatives in conjunction with travel providers and tournament partners

RUGBY CANADA

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- Conduct ongoing research into new ticketing strategies, delivery platforms or providers to increase efficiencies and improve customer satisfaction
- Production of comprehensive ticketing reports for Board and key stakeholder reporting
- Identify prospective ticket purchaser groups/organizations and build a sales/outreach plan to target these groups/organizations
- Other duties may be assigned as required

TRAINING QUALIFICATIONS

- Results-oriented, able to set priorities and deliver consistently to a high professional standard
- A collaborative team member who can establish strong working relationships with stakeholders and with colleagues within the organization
- Ability to thrive in a fast-paced and ever-changing work environment

SKILL & KNOWLEDGE QUALIFICATIONS

- Ticketing experience in the sport or event industry
- Bachelor's degree from a recognized institution – a degree in sales, marketing, events or a related field considered an asset
- Results-oriented, able to set priorities and deliver consistently to a high professional standard
- Previous experience working in a sales related role considered an asset
- Excellent decision making/problem solving skills
- Exceptional relationship management skills
- Previous experience overseeing contractors or volunteer teams considered an asset
- Strong organizational skills, time management and attention to detail
- Exceptional verbal and written communications
- Ability to learn quickly and adapt new skills
- Experience in Microsoft products (Excel, Word, PowerPoint, Outlook)
- Bilingual in English and French considered an asset

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