



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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Date Printed: 2024/05/05

Coordinator, Ticket Operations - Toronto Blue Jays

Job ID 272649-en_US-5719

Web Address

https://careers.indigenous.link/viewjob?jobname=272649-en_US-5719

Company	Rogers
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Location Toronto, ON

Date Posted From: 2022-07-04 To: 2050-01-01

Job Type: Full-time Category: Telecommunications

Description

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OVERVIEW

The Toronto Blue Jays Baseball Club is currently seeking an experienced, motivated and detail-oriented team player to fill the role of Ticket Operations Coordinator.

Reporting to the Manager of Ticket Operations, this fulltime position will serve as a key member of the department, providing system and operational support for Toronto Blue Jays games and Rogers Centre events. Success in this position requires the drive to continually advance and learn new technology to fit the evolving ticketing business landscape.

RESPONSIBILITIES

Blue Jays Ticket Operations Administration

- Assist system administrators with the creation and functionality of Toronto Blue Jays events (Archtics & TM Host)
- Resolve internal Salesforce ticketing admin requests including the processing, refunding and fulfillment of ticket orders
- Contribute to the system training and onboarding of ticketing staff and provide ongoing operational support

Conduct turnstile testing and collaborate with Ticket Operations team on related mobile ticketing/app issue resolution

Follow box office management procedures to comply with internal audits, coordinating with Box Office & Ticket Support Assistant Managers to provide accurate reconciliation of all ticket sales, reporting, receipts and deposits

Track and reconcile ticket stock inventory and department supplies

Contribute to the overall success of Ticket Operations by performing other essential duties and responsibilities as assigned

Demonstrate commitment to positively contributing, encouraging and fostering a culture of equality within an inclusive and safe workplace

Rogers Centre

Events

Support Ticket Operations Manager with the placement of concert holds, processing of ticket orders and the release of ticket inventory under promoter direction

Assist with the planning and execution of event day ticket operations and providing promoter support

Respond to concert-related fan inquiries and resolve any assigned Salesforce Cases

while implementing Blue Jays WE CARE values

Identify concert staffing requirements and work in conjunction with Assistant Box Office Managers to schedule staff

Assist with tour promoter walk-throughs and related ticket inventory adjustments on event load-in days

Organize and lead any required seat relocation projects, ensuring

they operate efficiently on event

day

Confidently interact with other venue teams such as Marketing, Stadium Operations and Fans Services to ensure an efficient ticketing and gate entry experience for fans

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QUALIFICATIONS

Strong knowledge of Box Office operations, including 2-3 years of supervisor level work experience

Proven experience utilizing Ticketmaster products including TMWin, PCI, Archtics, TMOne and Access Manager

Demonstrated computer skills using Microsoft and Salesforce software

Ability to provide leadership and contribute to a positive and collaborative work environment

Effective communication skills to connect with fans as well as staff members at all levels within the organization

Strong organizational and administrative skills with the ability to prioritize under tight timelines while ensuring accurate completion of assigned work

Availability to work evenings, weekends and holidays as required

WHAT WE OFFER TO YOU

Commitment to our team - we want you to succeed!

Ongoing, hands-on training to help you develop your skills

Excellent employee discount to use towards Jays gear

A unique employment experience working for the only MLB team in

Canada

What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the

https://performancemanager4.successfactors.com//RCI/Rogers_Recruitment_FAQ.pdf

FAQ

Schedule: Full time

Shift: No Selection

Length of Contract: Not Applicable (Regular Position)

Work Location: 1 Blue Jays Way (210), Toronto, ON

Travel Requirements: None

Posting Category/Function: Baseball / Stadium Operations & Tickets / Sales

Requisition ID: 272649

Posting Notes: No Selection

For more information, visit Rogers for Coordinator, Ticket Operations - Toronto Blue Jays