

# Coordinator, Ticket Operations



Phone :

Web : <https://www.nhl.com/blues/>

## Job Summary

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Vacancy :

Deadline : Apr 20, 2025

Published : Mar 30, 2025

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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### Overview:

The St. Louis Blues, Enterprise Center, and Stifel Theater are St. Louis' premier sports and entertainment facilities and amongst the busiest in the nation. Millions of visitors each year come through the turnstiles for St. Louis Blues Hockey, Broadway Shows, concerts from world-class performers, college basketball, and numerous family shows. The Ticket Operations will assist Ticket Operations Managers in Box Office activity and all internal and external sales fulfillments for events held at the facility.

### Primary Functions:

- Manage the Enterprise Center/St. Louis Blues/Stifel theater email account, which acts as a point of communication for customers to contact the Box Office
- Oversee the Enterprise Center/St. Louis Blues/Stifel theater hotline and serve as a point of contact for the sellers for any questions or ticket resolution requests.
- Serve as the primary Box Office contact for the Enterprise Center/St. Louis Blues/Stifel theater guest experience feedback system for the box office sellers and other internal staff.
- Assist box office managers in event management for all three buildings, which includes and is not limited to, processing ticket requests, producing scaling documents, and building events and price codes.
- Maintain a positive rapport with promoters, providing reports, assistance, and information promptly and accurately upon request.
- Review or perform balancing, depositing, and reporting of daily ticket receipts in conjunction with other managers.
- Provide excellent customer service and execute efficient box office window procedures
- Collaborate with Guest Experience staff during events to resolve guest concerns and any seat discrepancies, when necessary.
- Ensure that box office staff are well informed and properly trained regarding all pertinent initiatives, promotions, policies, procedures, events, and more.
- Ensure all union policy is upheld in the creation of seller schedules, while also accounting for fluctuations and acceptable coverage.
- Directly supervise and schedule a staff of seven or more employees in the box office.
- Perform all other duties as assigned.

### Qualifications:

- Familiarity with the Ticketmaster suite of products including Archtics, TM Host, Presence, and TM1 is a plus.
- Must be able to work independently, as well as train, manage, and motivate others.
- Excellent interpersonal skills when interacting with both coworkers and customers alike.
- Role requires a logical thinker, someone who can work through unfamiliar situations as well as display the discipline required for attention to detail, procedures and accuracy.
- Must be detail oriented.
- Candidate must have the ability to work in a fast-paced environment and multi-task while maintaining a positive attitude and workflow.
- Candidate should have cash handling experience and experience in scheduling staff members.
- Proficiency with the Microsoft Office, Word, Excel, PowerPoint, Teams, etc.
- Position requires the ability to accommodate a flexible schedule, including evenings, weekends, and holidays.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, sex, sexual orientation, age, disability, gender identity, marital or veteran status, or any other protected class.

### Job Questions:

1. Are you authorized to work in the United States?
2. Are you willing to relocate for the position?
3. What are your salary requirements?
4. Do you have previous box office experience?
5. Do you have previous experience with any Ticketmaster products?

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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