



The European Volleyball Confederation (CEV) is the institution responsible for governing 56 National Federations throughout Europe and is recognized as such by the Fédération Internationale de Volleyball (FIVB).

Our ultimate goal is to promote Volleyball, Beach Volleyball and Snow Volleyball and to raise the status of our sport to a higher level. Whether the game is played indoors, on sand or on snow, Volleyball connects and brings people together – from children playing in their free time up to professional, elite athletes.

We cultivate a strong sense of togetherness with all stakeholders, the Member National Federations, their national leagues, clubs, players, organizers and other partners of European Volleyball, from grassroots level to the top events.

We are currently looking to recruit a:

Ticketing & CRM Coordinator

Location:	Luxembourg
Type of contract:	Full time – Permanent
Department:	Events Department
Reporting to:	CEV Managing Director
Salary:	Competitive
Start date:	Immediately

The Role

As a member of the CEV Events Department, the Ticketing & CRM Coordinator is primarily responsible for the daily management and follow-up of the CEV centralised ticketing system and development of marketing campaigns with implementation through the CRM system.

Your main responsibilities include:

- Takeover of all operational and administrative ticketing tasks within the CEV
- Development of ticketing strategy and creating central ticketing expertise for the CEV
- Control and implementation of ticketing strategy to optimise utilization and ticketing revenue
- Optimization of all ticketing sales channels & pricing in co-operation with the CEV Team, ticketing provider and the Organising Committees
- Delivery of CRM activities and emailing campaigns
- Acquisition / utilisation of customer data within the CRM platform
- Exploitation of the CRM system as a marketing tool and maximising ticketing sales
- Increasing engagement with existing customers and raising event awareness
- Report on campaign analysis for CRM & email campaigns and deliver actionable insights for future strategies
- Act as central contact person to the CEV ticketing partner
- Integrate the overall ticketing project within the local markets and support the respective ticketing managers in the Organising Committees
- Setting up events, prices and allotments in the ticketing system

Requirements

- University degree or equivalent qualification in a relevant field including sport marketing, communication or business administration
- Minimum 2 years of experiences in Volleyball events including ticketing or professional experience in the international sports or entertainment sector, ideally with ticketing expertise
- Proven track record of successful CRM & email campaign delivery
- Experience in the field of account management/ managing external service providers
- Practice in project management and proficiency in the MS Office Suite
- Well-founded insights into the sports industry

Languages

- English proficiency in both speaking and writing
- Any other European language is a plus

Soft skills

- Innovative mind-set always looking to keep up with the latest trends
- High level of trustworthiness
- Excellent organisational skills with the ability to prioritise, manage and meet deadlines
- Excellent communication and interpersonal skills
- Great analytical and problem solving capabilities
- A good sense of pro-activity and team spirit
- Independent professional ready to contribute to the overall goals of the organisation
- Flexible and willing to work according to busy competition schedule of numerous sports events including weekends and evenings
- Interest in working in a fast-paced and international sport environment

If you are a highly talented professional, who wishes to further your career in an exciting, professional and international environment you are invited to send your **CV** and **cover letter** in English to:

Confédération Européenne de Volleyball
Mr. Thorsten ENDRES – Managing Director – jobs@cev.eu

Deadline for Applications: **28 February 2021**