



# Arrivals & Departures Operations Coordinator

## Job information

Job title: LOS Arrivals & Departures Operations Coordinator

Hierarchy level: Coordinator

Full/part-time (%): 100%

Start date: 02/03/2020 (\*)

End date: 10/07/2020 (\*)

(\*) The dates may be modified.

## Project misión

The mission of Event Transport (ETRN) is to provide safe, secure and reliable passenger transportation to specific target groups and to enforce seamless vehicle access and parking operations at the stadium.

The LOS Arrivals & Departures Coordinator will be responsible for the implementation of Event Transport and Guest Management operations at the Host City airport(s) and train station(s). This role reports directly to the LOS Event Transport Manager .

## Key responsibilities

Communication and cooperation

- Act as the local contact person for airport and train Station operators, service providers and internal stakeholders, such as Supporter Travel & Mobility (MOBI), Guest Management and Protocol (VIPS) and Team Services & Training Grounds (TEAM)
- Regular liaison with LOS ETRN Manager and with UEFA ETRN Arrivals & Departures Domain Coordinator
- Cooperate closely with event service providers on-site in order to guarantee the fulfillment of service requirements

ETRN workforce responsibilities

- Support the recruitment of arrivals & departures staff in the Host City
- Lead the arrivals & departures operations domain staff in the Host City
- Implement and adapt all arrivals & departures processes and procedures in accordance to guidelines from UEFA and service level agreements to local airport and/or train station specificities

Event-time responsibilities

- Coordinate the provision of arrivals & departures services in the Host City
- Ensure implementation of airport and train station operational plans



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- ✿ Responsible for setting-up airport and train station welcome services (transportation desks, offices, transportation points and staging areas) according to UEFA guidelines and service level agreements
- ✿ Ensure transportation services for all UEFA target groups is provided according to service level agreements
- ✿ Ensure implementation of processes and procedures for Participating National Associations (PNA) arrivals and departures movements
- ✿ Ensure proper data collection of all arrivals & departures services in accordance to UEFA requirements

### Administration

- ✿ Support LOS ETRN Manager on the implementation and follow-up of project plans
- ✿ Monitor progress and implementation of airport and train station operational plans by local operators
- ✿ Apply procedures with regards to cost control and supplier management in line with project guidelines

## Profile of successful candidate

### Must-have requirements

- ✿ Full professional proficiency in English (both oral and written) and in the local language of the venue
- ✿ At least one year experience working on a team
- ✿ One to two years' experience working in airport or train station operations
- ✿ Excellent project management skills
- ✿ Service and solution oriented
- ✿ Excellent communication skills

### Additional requirements

- ✿ Experience in guest management operations and customer service
- ✿ Strong leadership skills
- ✿ Negotiating skills
- ✿ Experience in managing suppliers
- ✿ Able to demonstrate ability to deliver complex projects within scope and budget and to non-negotiable deadlines
- ✿ Drivers licence B