



# Target Group Operations Coordinator

## Job information

Job title: LOS Target Group Operations Coordinator

Hierarchy level: Coordinator

Full/part-time (%): 100%

Start date: 01/04/2020 (\*)

End date: 03/07/2020 (\*)

(\*) 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 ETRN Target Group Coordinator will be responsible for the implementation of Event Transport operations in the Host City. This role reports directly to the LOS Event Transport Manager.

## Key responsibilities

Communication and cooperation

- 🌀 Act as the local contact person for all ETRN target group owners, providing operational support and liaising with all internal stakeholders
- 🌀 Regular liaison with LOS ETRN Manager and with UEFA ETRN Target Group Operations 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 ETRN Target Group Assistant in the Host City
- 🌀 Lead the ETRN target group operations in the Host City
- 🌀 Implement and adapt all ETRN target group processes and procedures in accordance to guidelines from UEFA and service level agreements to local specificities

Event-time responsibilities

- 🌀 Coordinate the provision of transportation services to all ETRN target groups in the Host City
- 🌀 Ensure implementation of transport service levels according to UEFA guidelines



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- ✿ Responsible for setting-up transportation requirements at UEFA target group hotels (transport desks, offices, transportation points, parking and staging areas) according to UEFA guidelines and service level agreements
- ✿ Ensure proper data collection of all ETRN target group 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 ETRN target group 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 transport 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