



STAVROS
NIARCHOS
FOUNDATION
CULTURAL
CENTER

ΚΕΝΤΡΟ
ΠΟΛΙΤΙΣΜΟΥ
ΙΔΡΥΜΑ
ΣΤΑΥΡΟΣ
ΝΙΑΡΧΟΣ

Συντονιστής/ρια Υπηρεσιών Κοινού Spectator Services Officer

Designed by the architectural firm Renzo Piano Building Workshop, the Stavros Niarchos Foundation Cultural Center (SNFCC) is a sustainable, world-class cultural, educational and recreational urban complex that includes the new building facilities of the National Library of Greece and the Greek National Opera, alongside with the Stavros Niarchos Park. It was constructed through a grant from the Stavros Niarchos Foundation and was transferred to the Greek State in February 2017.

SNFCC Single Member S.A. is a public benefit organization, responsible for the maintenance, operation, and management of the Stavros Niarchos Foundation Cultural Center and the Stavros Niarchos Park, while at the same time, developing its own cultural, educational and sports programming, open to all and free of charge, thanks to an exclusive grant from the Stavros Niarchos Foundation.

SNFCC Single Member S.A is an employer that provides equal opportunities, through prohibiting discrimination against employees or candidate employees regarding their race, skin color, religion, nationality, ethnic origin, gender, age, disability, marital status, sexual orientation or any other category protected by the law. SNFCC S.A ensures that all candidates will be treated equally with accordance to their qualifications and the conditions laid down by the law.

The **Visitors Experience Department** is the Organization's most staffed department and carries out a variety of responsibilities, including the reception of visitors, telephone and mail communication, school programs, guided tours of facilities and the Stavros Niarchos Park, bicycle rentals, spectator services, the volunteering program, the internships program (interns are renewed every 6 months under the internship program Recharging the Youth, thanks to an exclusive grant by the Stavros Niarchos Foundation), special events' coordination etc.

SNFCC is currently looking for a **Spectator Services Officer**, reporting to the Visitors Experience & Special Events Director. The **ideal candidate** will provide enhancement of visitors' experience and services at the SNFCC, organization and monitoring of the tickets and reservations management system, special events and festivals coordination, continuous development of the department's extroversion and development of the tourism sector.

Main duties and key responsibilities:

- Runs the tickets management system
- Organizes the seating plan for each event
- Manages event and activities reservations (pre-registrations)
- Coordinates and trains the members of the team in large-scale events and activities
- Communicates with other department members of the staff (ticketing, ushering)
- Administers the respective RfPs (Requests for Proposals) and contracts
- Monitors the financial data of his/her sector
- Designs and analyzes public surveys, in cooperation with involved departments
- Analyzes and evaluates the findings of the surveys
- Proposes actions to improve visitors' satisfaction
- Drafts reports
- Edits presentations
- Represents the organization at conferences and webinars
- Proactively contributes to the development of the tourism sector and the attraction of new visitors with an emphasis on tourism
- Runs special-purpose guided tours
- Actively contributes to the design and implementation of the spectators and tickets services at festivals and large-scale events
- Researches and proposes ideas drawn from other large parks and organizations internationally

Requirements:

- University degree in a relevant field (e.g., event/cultural management, tourism, business/management, marketing, etc.)
- Postgraduate degree or Project Management certification will be taken into account
- Experience of at least 3 years in a similar position (spectator services, ticket services, tourism, culture and entertainment venues, etc.)
- Excellent writing and speaking skills in Greek and English
- Working knowledge of other languages (French, German, Spanish, Russian, Arabic) will be considered a plus
- Excellent use of MS Office (mainly Word, Excel & PowerPoint)
- Ability to use other operating systems, programs and applications will be taken into account

Required skills and desired qualities:

- Ability to manage multiple projects of different nature, within specific deadlines, with attention to detail
- High sense of responsibility
- Flexibility and capacity to manage and resolve crises
- Ability to develop initiatives and work in a team environment
- Ability to prioritize and work under pressure
- Advanced communication skills in various different languages and settings
- Team spirit and ability to coordinate a group
- Analytical thinking

- Drive for research and initiative
- Attention to detail
- Courtesy & optimism
- Proactive, decisive, creative personality

Application process:

- The submission deadline is February 27, 2022 at 23:59 EET
- Candidates must submit their resume and a brief letter of interest [HERE](#).
- All applications will initially be assessed by an independent human resources consulting firm. Interviews with shortlisted candidates will follow. All candidates will be notified of the recruitment process completion.
- All SNFCC facilities and offices are fully accessible to Persons with Disabilities