



VERBAND SCHWEIZER MUSIKCLUBS UND FESTIVALS
FEDERATION SUISSE DES CLUBS ET FESTIVALS DE MUSIQUES ACTUELLES

TICKETING TECHNICAL COORDINATOR / PRODUCT MANAGER (40%)

As an umbrella organization, PETZI currently represents more than 200 music clubs and festivals in 21 cantons and four linguistic regions. Its members are music clubs and festivals that organize primarily contemporary music concerts for cultural purposes, and are not profit-oriented. PETZI offers its members an Agenda (www.petzi.ch) with a built-in ticketing platform.

Job Description

As a technical coordinator for the ticketing workgroup, you are responsible for overseeing all activity of the workgroup related to development, implementation and deployment as well as the prioritization of the customers' needs (Members and general customers alike).

Key Responsibilities

- > Coordinate all sectors related to ticketing (support, development, security, communication, IT, service providers, partners, members, POS)
- > Coordinate the releases led by developers with other areas (newsletter, administration, translation)
- > Coordinate & contribute to development & workgroup meetings
- > Participate to yearly Roadmap definition with the volunteers
- > Continuously review and prioritize customer needs (backlog) to ensure objectives and deadlines are achieved through regular releases
- > Work closely with other sectors of the association to gather feedback from customers
- > Run beta-test programs with early-stage products or features with key customers and/or volunteers
- > Describe and detail desired functionalities as "User Stories" to enable a customer-focused development
- > Help define communication strategy & keep track of customer base (members and general public)
- > Welcome new employees and train them when necessary



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Profile

- > Bachelor's degree or equivalent, preferably in technical or scientific areas
- > Previous experience in Product Management or similar (Product Owner in Agile and design thinking environment is a plus)
- > Former experience in iterative development environment (ideally web/E-commerce)
- > Customer oriented, organized, reliable and independent personality with excellent interpersonal skills
- > Strong communication skills to understand and rephrase customer & members needs in a comprehensible manner
- > Ability to work autonomously in a horizontal structure
- > Knowledge of Swiss ticketing market a definite plus
- > Ability to share the values of the association (non-profit, culture-oriented)
- > Fluent in French or German and English, other national languages are a plus

We offer: an ever-changing and thrilling environment, immersed in music, where new challenges and out-of-the box thinking are expected and welcome. The ticketing is a very successful, growing and praised service in the last decade. You will work with a dynamic, supportive and experienced 9-person team.

You will be at the center of one of the most essential services for clubs and festivals and will be able to shape the ticketing use for many of the most exciting venues throughout Switzerland.

You can choose to work from the city of your choice among the following, since we have offices in Lausanne, La Chaux-de-Fonds, Fribourg and Zürich. On-site is required for some meetings, daily work can be done in home-office or at one of our offices.

Job start date: March 1st, 2024 or to be discussed

Please send your complete CV to jobs@petzi.ch (in English)

Closing date: 9th of February 2024

Interviews will be held from the 13th to the 18th of February