



VERBAND SCHWEIZER MUSIKCLUBS UND FESTIVALS
FÉDÉRATION SUISSE DES CLUBS ET DES FESTIVALS DE MUSIQUES ACTUELLES
FEDERAZIONE SVIZZERA DEI CLUB E FESTIVAL DI MUSICA
SWISS FEDERATION OF MUSIC VENUES AND FESTIVALS

TICKETING SUPPORTER & ADMINISTRATIVE ASSISTANT (30%)

As an umbrella organization, PETZI currently represents more than 215 music clubs and festivals in 21 cantons and three 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 supporter & administrative assistant for the ticketing service, you are responsible for the general customer support, support to members & assisting the workgroup for administrative tasks such as writing documents, organizing meetings, managing the Peliscan device park.

PROFILE

- Your native language is French or German. High command of other Swiss national languages and English are a must.
- You are highly autonomous and can work remotely, communicate proactively and like to take initiatives.
- You are a team player and you like solving mysteries (e.g: understand the needs of the users).
- Interest for technology is essential, advanced computer literacy is expected
- Ideally, you already have experience working with a help-desk software or answering to customers directly.
- You aren't afraid of working for a non-profit oriented music club environment in a multicultural context.
- Your typing speed is around 55 words per minute or over (www.taptouche.com)

KEY RESPONSIBILITIES

You take care of PETZI Ticketing 1st level support for customers, members and point of sales

- For customers:
 - handling and following support requests by email (d/f/e)
- For members:
 - handling and following support requests by email/phone (d/f/e)
 - managing ticket readers (i.e PeliScans: checking compatibility, configuration, update, sending/receiving and follow-up of the devices)
 - managing event cancellation, postponement and basic event troubleshooting (d/f/e)
- For points of sales:
 - handling and following support requests by email/phone (d/f/e)
 - managing POS' accounts (edition, addition, removal) in agreement with the PETZI coordinator of the relevant region email/phone (d/f/e)
- For PETZI Ticketing Service:
 - administrative tasks, writing user manuals, administrative storage and follow-up, organizing meetings, etc.
 - meeting duties: your presence is required to weekly and monthly meetings, workshops, General Assembly, and other PETZI-related events throughout the year (disclaimer: most of them are fun)
 - planned availability on weekends for 1st level support

WE OFFER

- An interesting job for a solid project in the alternative club/festival scene in Switzerland
- Working in a dynamic and supportive 6-person team, including a colleague for 1st level support.
- Flexible schedule
- Flexible workplace (Zurich, Fribourg, Lausanne, Bern) and/or home office
- Fair working conditions
- Possibility of development and expanding responsibilities in the ticketing service

Job start date: April 1, 2025 or to be discussed

Complete applications (letter, CV and annexes in PDF) or questions in English to jobs@petzi.ch

Closing date: 21st of March 2025

Interviews will be held from the 25th of March