



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

Job offer: Supporter & Administrative assistant (40%)

As an umbrella organization, PETZI currently represents 200 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.

As a supporter & admin assistant for the ticketing workgroup, you are responsible for the support & assisting the workgroup for administrative tasks such as writing documents, organizing meetings, sending emails to partners and projects follow-up.

Profile

- High communication skills
- Native language is French or German. High command of French, German and English is a **must** -any other language is a plus
- Transparent, organized and structured way of working in a time managed manner with a constant follow-up of activities
- You are highly autonomous, communicate proactively and like to take initiatives
- You are a team player and understand the needs of the users
- Interest for web technologies is recommended
- Ideally, you already have experience working with a help-desk software
- You aren't afraid of working for a non-profit oriented music club environment in a multicultural context, with a horizontal structure

Key Responsibilities

- You take care of PETZI Ticketing 1st level support for customers, members and point of sales
- For customers: answering support emails (d/f/e)
- For members: answering emails/phone calls, managing ticket readers (sending and follow-up) managing cancellations, basic troubleshooting (d/f)
- For point of sales: answering emails/phone calls (d/f)
- For workgroup: administrative tasks, such as writing user manuals, administrative support, organizing meetings etc.

We Offer

- Exciting work for an outstanding project in the alternative club/festival scene in Switzerland
- Flexible schedule
- Flexible workplace (Zurich, Fribourg) or home office
- Excellent terms of employment with competitive remuneration

Job start date: January 2nd 2019 or to be discussed

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

Closing date: December 2nd 2018

Please note that interviews will be held from the 11th-16th of December