

HYROX

Junior Ticketing Marketing Manager | UK & Nordics (m/f/d)

HYROX - The Fitness Competition for everybody is a global event series that started in Germany in 2017. HYROX is your new athletic event to test your fitness. The world was missing a premium fitness competition for everybody, not only elite athletes. Everyone competes and finishes in the same race, on the same course. Each HYROX event hosts up to 6,000 participants per day in our indoor arena. The competition starts with a 1 km run, followed by 1 functional workout, repeated 8 times. This combination of functional strength exercises, high-intensity interval training and endurance makes HYROX unique.

Description

Reporting to the Ticketing Marketing Manager|UK and the Director Marketing & Ticketing you are responsible for jointly implementing a promotional ticketing strategy to support the growth and adoption of the overall HYROX brand and making workflows better. You will be the direct liaison between our ticketing partner and our customer service teams. You should be able to craft messaging both through internal team and customer service routes and analyze relevant customer data points to optimize communications and work on data presentation with the Ticketing Manager for the marketing team. In addition, you need to be highly organised with the ability to problem solve on your feet as you will be involved in many aspects of the event management process on-site.

Core Responsibility

- Liaison with our ticketing partner to implement new features after global sign-off, optimize and evaluate our ticketing process and strategy for the respective market with the marketing team and Ticketing Manager (UK)
- Oversee from an operational point the HYROX UK/Ireland & NORDICS ticketing platform and collaborate with the other regional HQ Heads
- Track and monitor the athlete's journey to create reports for the marketing team
- Creation and implementation of the athlete's newsletter
- Serve as the lead point for the UK/NORDICS customer service team coming in via mail and social media by creating guidelines for the team
- Work with the timing & registration vendor to remedy all customer service issues (work with their software etc.)
- Creation of promotion codes for gyms and promotions
- Handling the on-site registration process, staff planning and optimising the flows
- Develop an understanding of the fitness market in each region based on our participant base along the athlete's journey
- Creation of reporting for the team to define the next steps and results
- Attend 8-10 HYROX EU events per season.

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Competencies & Requirements

Analytical and Reporting Skills

- Experience with data analysis to evaluate market-specific strategies and make recommendations based on these insights.

Technical and Software Skills

- Experience with Google Suite and Google workspace.
- Experience with ticketing and project management tools is a plus
- Familiarity with picture editing software is a plus
- Experience with wordpress and newsletter management tools is a plus

Communication and Collaboration

- Excellent communication skills for liaising with various teams, including ticketing partners, marketing teams, and HQ heads, as well as regional customer service teams.
- Ability to work under pressure and to deadlines
- Project management experience and confidence in working with multiple teams on large projects is a plus
- London-based with a valid work visa and ability to travel

Benefits & Compensation

- Based on your experience level the salary will range from £22-£28k p.a.
- Competitive holiday & PTO plans
- Private healthcare cover
- Central London office location
- Fun team environment
- Chance to grow with the biggest current fitness trend

For your consideration, we're looking forward to your CV as a .pdf and the answers to our questions on our application platform. Your contact person is Emilia Clark.

APPLY HERE