Guest Services & Will-Call Coordinator

Location: Houston, TX

Employment: Full-Time

Salary: $42,000–$58,000 annually

Openings: 2

Reports To: Festival Operations Manager

Position Overview

The Guest Services & Will-Call Coordinator prepares designated customer service, ticket pickup, and operational support facilities at hotels and festival venues.

Key Responsibilities

- Coordinate early will-call locations at participating hotels.

- Prepare venue will-call facilities.

- Arrange tables, chairs, signage, and equipment.

- Coordinate ticket pickup area layouts.

- Work with the Ticketing Department on operational requirements.

- Verify ticketing equipment readiness.

- Prepare guest service signage.

- Assist with staff credential distribution.

- Coordinate meeting room setup when assigned.

- Verify guest service accessibility arrangements.

- Assist with breakdown of will-call facilities.

Qualifications

- Experience in event guest services, ticketing, hospitality, or convention operations preferred.

- Strong customer service skills.

- Excellent organizational abilities.

- Ability to work in high-volume event environments.

- Willingness to travel.