DIVISION: Marketing DEPARTMENT: Ticketing Draft v.2

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| TITLE OF POSITION Ticket Sellers |
| BUSINESS UNIT Local Organising Committee (LOC) |
| REPORTS TO LOC Ticketing Manager and Venue Ticketing Manager |
| DATE CREATED |

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| PURPOSE | |
| * To sell tickets from the Ticket Box Office to walk up patrons and to adequately manage any general ticketing enquiries at each event. | |
| KEY RESPONSIBILITIES | |
| * To learn the prices of all tickets and other relevant venue and ticketing information. * To apply all the Ticket Box Office Operational procedures and systems (including but not limited to money handling procedures, security, sales completion, sales reconciliation etc.). * To sell tickets as requested by walk up patrons on the day of the events. * To manage enquiries, venue collections (ticket pick up) and seating issues within the venue. * To escalate any issues within the operational parameters set by the LOC Ticketing Manager and Venue Ticketing Manager. * To adhere to the Ticketing Box Office operating procedures at all times. * To follow the direction and guidance of the LOC Ticketing Manager and Venue Ticket Manager. | |
| CORE CAPABILITIES | |
| The core capabilities, linked to our company values, are applicable for each role at LOC. All LOC staff are to display the following values: Credible, Competitive, Ambitious, Passionate, Committed, Inclusive, Community Orientated and ability to participate actively as part of the team. | |
| CORE SKILLS |  |
| * Communication * Ability to display Initiative * Punctual. * Numerical Skills. | * Friendly Customer Service Focus. * Retail experience (e.g.: familiarity with eftpos machines, money handling procedures, etc.) |

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| Delegations of Authority (if applicable) |  |
| Expenditure | $0 |
| Authorisation to hire/sign contracts | NO |

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| Contract Details |  |
| Contract Term |  |

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| Responsible For: |  |
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