DIVISION: Marketing DEPARTMENT: Ticketing DRAFT v.2

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| TITLE OF POSITION Venue Ticketing Supervisor |
| BUSINESS UNIT Local Organising Committee (LOC) |
| REPORTS TO Venue Ticketing Coordinator |
| DATE CREATED |

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| PURPOSE | |
| * To coordinate the team of ticket sellers, ticket rippers and programme sellers for the event. | |
| KEY RESPONSIBILITIES | |
| * To supervise the team selling tickets as requested by walk up patrons on the day of the events. * To ensure all Ticket Sellers know the prices of tickets and other relevant venue and ticketing information. * To supervise the team checking spectator’s tickets as they pass through the gate and rechecking tickets along with pass out cards again on re-entry. * To ensure all the Ticket Box Office Operational procedures and systems (including but not limited to money handling procedures, security, sales completion, sales reconciliation etc.) are adhered to. * To assist the Venue Ticketing Coordinator with managing 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 Coordinator. * To follow the direction and guidance of the LOC Ticketing Manager and Venue Ticket Coordinator. | |
| CORE CAPABILITIES | |
| The core capabilities, linked to our company values, are applicable for each role at LOC. All LOC & VOC staff are to display the following qualities: Credible, Competitive, Ambitious, Passionate, Committed, Inclusive, Community Orientated and the ability to actively participate as part of a team. | |
| Delegations of Authority |  |
| Capital Expenditure | $0 |
| Operational Expenditure | $0 |
| Authorisation to Hire | NO |
| Authorised to sign Contracts | NO |
| Contract Details |  |
| Contract Term | Volunteer |
| Contract Payment | NIL |
| Responsible For: |  |
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| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Venue Ticketing Supervisor’s Signature  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  LOC CEO’s Signature | |