

Role Title: Ticketing Team Member

Job Purpose:

Facilitate tickets getting to participants.

Key Responsibilities:

- Manage public ticket sale.
- Manage sales and distribution of direct distribution tickets for essential crew, qualifying Theme Camps and Art Grant recipients.
- Communicate relevant ticketing information to the community (through the website, Facebook and Kiwiburn newsletter) via the [KB19 News story template](#).
- Manage volunteers to deal with on-site ticket processing at Gate.
- Respond to email queries through the Kiwiburn Ticketing Gmail address.

Working Relationships:

- Ticketing Team Lead
- Ticketing Team Members
- Communications Team
- Quicket
- Gate Leads & Shift Managers
- Event Management
- Services Facilitator
- Kiwiburn Executive Committee (ExCom)

Time Commitment:

- **Pre-sale:** About 2 hours a week preparing the Quicket event page.
- **After public sale:** Around 2-4 hours a week responding to email requests.
- **On site:** Rostered shift/s at Gate on the first day of the event being Wednesday. Either side of the Wednesday on demand for issues.
- **Post Event:** 5-8 hours total, mostly to help produce Afterburn report and give feedback.

Necessary Qualities, Knowledge and Experience:

- Tech savvy
- Good communication skills
- Patient and compassionate to user issues
- Ability to train and organise volunteers
- Good organisational skills
- Can be trusted with sensitive and confidential information
- Reliable Internet connection and own PC/laptop.

Desirable Qualities, Knowledge and Experience:

- Social media understanding/experience
- Honest and realistic commitment to see the role through to post event.

The Ticketing Team will receive ongoing support and direction from the current Ticketing Team Lead with the intention of handing over the Lead position to someone.
This department requires 2-3 volunteers.

If you are interested in this role, please email volunteer@kiwiburn.com