

Role Title: Ticketing 2iC (2 x of these roles available)

Job Purpose:

Facilitate tickets getting to participants.

Key Responsibilities:

- Respond to email queries through the Kiwiburn Ticketing Gmail address.
- Assist team lead to manage public ticket sale.
- Manage sales and distribution of direct distribution tickets for essential crew, qualifying Theme Camps and Art Grant recipients.
- Assist team lead to deal with on-site ticket processing at Gate.

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. This will predominately be answer questions from the public through the Gmail.
- **After public sale:** Around 2-4 hours a week responding to email requests and chasing up purchases of reserve tickets.
- **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:

- Attention to detail with great spreadsheet skills.
- Honest and fair - not showing bias or preferential treatment.
- Tech savvy and know way around online ticketing systems.
- Good communication skills.
- Patient and compassionate to user issues.
- Good organisational skills.
- Can be trusted with sensitive and confidential information.
- Reliable Internet connection and own PC/laptop.

Desirable Qualities, Knowledge and Experience:

- Realistic commitment to see the role through to the 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