

Ticketing Front of House

Job Purpose

Respond to ticketing emails and queries regarding Kiwiburn events.

Key Responsibilities

- Monitor emails and respond to queries through the Kiwiburn Ticketing Gmail address
 - Identify which emails require a tailored response from the ticketing team and flag these to the team for attention.
 - Respond directly to queries which can be resolved through templated responses.
- Keep the ticketing team informed of any ticketing queries which may be of concern or interest.
- Collect information on the questions ticketing receives to help guide future processes.

Working Relationships

- Ticketing Team Lead
- Ticketing Team Members
- Communications Team
- Services Facilitator
- Kiwiburn Executive Committee (ExCom)

Time Commitment

- **Pre-sale:** About 1 hour a week to answer questions from the public through Gmail.
- **After public sale:** Around 2-4 hours a week responding to email requests.
- **On site:** Either side of gate opening to respond to email requests.
- **Post Event:** 1 hour a week to answer questions by email.

Necessary Qualities, Knowledge and Experience

- Attention to detail.
- Diligent with email responding.
- Honest and fair - not showing bias or preferential treatment.
- Good communication skills.
- Patient and compassionate to user issues.
- Good organizational skills.
- Can be trusted with sensitive and confidential information.
- Reliable internet connection and frequent, regular access to a PC/laptop.