

# Position Description

## Gate Attendant



**Area:** Event Operations

**Reporting to:** Gate and Ticketing Supervisor

**Coordinate with:** Gate and Ticketing Supervisor  
Membership and Ticketing Executive  
Ticketing Assistants

### We are looking for volunteers who are:

- 18 years or older
- Reliable, punctual, well presented and courteous
- Friendly and personable, and a great communicator
- Flexible and able to support the team where required
- Able to answer questions from the general public, or at least direct them to help
- Willing and able to wear PPE (Personal Protective Equipment) where required
- Able to follow any COVID-19 regulations and protocols in place at the time, and instructed by Sunshine Coast Lightning representatives
- Quick learners, with the ability to adapt to different environments
- Hold a current Blue Card or can obtain one

### In return, we will offer you:

- The opportunity to volunteer at our Game Days in a fun and supportive environment
- A training night where you will learn all about your role on Game Days and be shown around the venue
- A uniform shirt to wear and keep, and a weather jacket if working outside (jacket to be returned post-match)
- An Accreditation pass to access the venue and Game Day areas as required
- Catering throughout your shift
- Where tickets are available and your volunteer shift finishes on time, access to watch the game
- A photo on court with the entire Workforce Crew and Players after a selected game
- An end of Season thankyou event hosted by several Lightning Players

### Primary Roles:

- Ensure all patrons entering the venue have a valid Game Day ticket.
- Scan in all ticket holders in a friendly and quick and efficient manner at all Sunshine Coast Lightning Home Games.
- Quickly resolve any ticketing/scanning issues, including seeking input of the Gate and Ticketing Supervisor, and the Membership and Ticketing Executive.

Key Tasks	Description
1.	Arrive at venue as per your allocated shift time, collect your accreditation, check into the Workforce Room and have your meal. Meet with the Gate and Ticketing Supervisor and familiarise yourself with the venue as well as entry space and where you will be positioned.
2.	As the first point of contact for members and fans, guests and spectators arriving for home matches – be friendly, courteous and welcoming. The gates will open one and a half hours before the game starts, with the Stadium doors opening one hour before the Centre Pass.
3.	After Security has undertaken random bag searches, scan in the ticket holders and encourage them to enjoy the Strike Zone, followed by the game.
4.	Ensure all patrons and workforce entering have either a ticket or an accreditation pass and direct them to the correct areas if required.
5.	Ensure the continuous and efficient flow of pedestrian traffic around the entry area.
6.	Direct any ticketing issues (e.g. didn't turn up with their tickets/lost tickets/ ticket won't scan in) to the Gate and Ticketing Supervisor or Membership and Ticketing Executive.
7.	Manage any pass outs for patrons needing to return to the carpark during the match.
8.	Two gate attendants are to remain on the entry gate until half time of the SSN match to ensure anyone entering through the gate has a ticket or the correct accreditation.
9.	Assist with any other roles requested of you by the Gate and Ticketing Supervisor, Membership and Ticketing Executive or Game Day Workforce Coordinator.
10.	Return your accreditation to the Workforce Room at the end of your shift and sign out. Write any feedback in the feedback book before departing.