

# Position Description

## Ticketing Assistant



**Area:** Event Operations  
**Reporting to:** Membership and Ticketing Manager  
**Coordinate with:** Game Day Workforce Coordinator  
Gate Attendants

### 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:

- Assist with early accreditation collections for workforce and activators (before the entry zone opens).
- Assist with ticket collections and any ticketing enquiries.
- Provide help to the Membership and Ticketing Manager if required.

Key Tasks	Description
1.	Arrive at the venue as per your shift allocation, collect your accreditation, check into the Workforce Room and have your meal. (If rostered on for early accreditation collection – locate the Workforce Leader on arrival and collect the accreditations to setup at the entry zone before the first volunteers arrive).
2.	A main point of contact for members, fans, corporate guests and spectators – be friendly, courteous and welcoming.
3.	Assist in setting up the ticketing desk ready for the gates to open, including the ticketing lists and wristbands and stationery. Setup the relevant ticketing tables (VIP, membership and general admission) and signage.
4.	Mark off any VIPs and corporate hospitality attendees and provide them with their corporate function passes and direct them to the correct area.
5.	Provide assistance if required by spectators, especially VIPS.
6.	Remain on the ticketing desk until directed by the Gate and Ticketing Supervisor, then pack down and return any equipment.
7.	Assist with any other roles requested of you by the Membership and Ticketing Manager or Game Day Workforce Coordinator.
8.	At the end of the shift return your accreditation to the Workforce Room and check out. Write any feedback in the feedback book before departing.