

TICKET OFFICE CASHIER

TEAM TITLE

Ticket Office

TEAM COORDINATOR

David Gilks

PLACE & TIME REQUIREMENTS

Top and / or Bottom Ticket Offices. Thursday through to Monday for a total of 20 hours.

NUMBER OF VOLUNTEERS IN TEAM

Ticket Office Team has approximately 65 core volunteers.

PURPOSE OF TASK (RELATIONSHIP TO THE FESTIVAL)

The Ticket Office sells entry to the Festival. We are the first point of contact with the Festival for most patrons and aim to make them feel welcome.

CONCISE DESCRIPTION OF DUTIES & RESPONSIBILITIES

Put simply, cashiers swap a customer's money for a wristband. They gain experience using computer based cash registers and EFTPOS machines to calculate the price and change required, record the number and type of tickets sold and track the money coming into the Festival. It is preferable to have prior EFTPOS and/or computerised cash register experience. This is great position for someone wanting some experience in cash handling and sales. It is a very busy position and we welcome new and experienced people back to the Ticket Office. If you think you may have relevant experience (eg bar work, check-out chick) or would like to gain these skills, then please let us know!

BASIC QUALIFICATIONS

Previous experience with EFTPOS and/or computerised cash register experience is preferred as well as an ability to work fast and sometimes under pressure. This position is well suited to someone who likes working with others in a busy area with lots of laughter and fun. You need to be literate and numerate have good people skills, good communication skills, patience, lateral thinking skills, be a good team player and quick thinker.

SPECIAL SKILLS OR TRAINING REQUIRED

A procedures manual is provided. A series of training sessions will be held in the week leading up to the festival and are essential if this is your first time as a cashier at the festival. We hope to provide enough training prior to and at the festival so all volunteers have access to any information or help they require.

ORIENTATION REQUIREMENTS

We encourage all Ticket Office Team members to attend the Volunteer orientation day on the Sunday before the Festival begins.