

Role Title: Team Lead
Team: Ticketing
Department: Engine Room

Team Description

The ticketing team is responsible for managing the process of selling tickets for Burning Seed. This includes liaising with internal and external stakeholders as well as participants.

Role Summary/Purpose:

- To lead all aspects of the ticketing process.

Major team projects for 2020:

- Burner Profiles and Tickets for 2020 event
- Continue to refine directed ticket process
- Improve the Secure Ticket Exchange Program (STEP) process based on learnings from 2019

Working relationships:

- Reports to Engine Room Facilitator
- Artery and Theme Camp and other team leads for crew directed tickets
- External ticketing vendor
- Comms team for ticketing announcements
- Gate team for onsite ticketing processes

Time Commitment/Dates required:

- **Year Round:** Generally 1-2 hours per week. 5+ hours per week just before and after ticket release date and a couple of weeks pre-event.
- **On Site:** none
- **Post-event:** Generally 1-2 hours per week.

Duties/Responsibilities

- Use the ticketing vendors online portal to manage the ticketing process including:
 - Creating/Modifying Tickets & Burner Profiles
 - Managing event information
 - Reporting (to relevant Team Leads and Town Council)
- Responding to email enquiries from the community.
- Liaising with ticketing vendor on any issues or updates.
- Working with internal and external stakeholders on directed ticket sales (mainly crew, theme camps and artists)
- Working with Comms team on any messaging.
- Working with Gate team on providing required data and tools (scanning software, devices etc).

Key challenges

- For much of the year the workload is small. There are times, however, when there will be a large spike of enquiries from the community (before and after tickets go on sale, when tickets sell out, pre-event etc)

- Getting required information from internal teams around directed tickets can be frustrating

Necessary Qualities, Knowledge and Experience:

- Methodical approach to planning and execution of tasks.
- Effective time management, especially around the time of ticket announcement and release ensuring that critical issues are identified and resolved.
- Timely responses to community enquiries, forwarding onto vendor technical support when required.
- Maintaining composure and professionalism when responding to 'agitated' community members.

Desirable Qualities, Knowledge and Experience:

- Previous experience with event ticketing

How to Join: Complete a registration form found on the [Burning Seed website](#), or contact Crew Wranglers at jointhecrew@burningseed.com with any questions.

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