

**Role Title: Second in Charge**

**Team: Ticketing**

**Department: Engine Room**

**Role Purpose:**

- To assist the Ticketing Team Lead with all aspects of the ticketing process.

**Key Deliverables:**

- 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**

- 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.

**Time Commitment:**

- Generally 1-2 hours per week.
- 5+ hours per week just before and after ticket release date.
- No hours required onsite.

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

**Version and date: v2 (19 May 2019)**