

VOLUNTEER ROLE DESCRIPTION

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| Job Title: | Box Office Attendant |
| Department: | Administration: Box Office |
| Position Description: | BWF requires skilled box office volunteers to sell and administrate Festival entry via our on-site ticketing office. Prior knowledge or experience with FERVE or another online ticketing system will be highly advantageous for this role, however full ticketing system training will be provided prior to the Festival and volunteers will be supported by a member of BWF staff located inside the box office at all times. Box office volunteers will also need to respond to enquiries from Festival patrons and have an overall understanding of the program and BWF office procedures, which will also be covered in training. |
| Experience Required: | Volunteers in this role should be proficient in computers, mobile EFTPOS machines, and cash handling. Retail sales, office and administration experience highly desirable. Excellent communication and interpersonal skills. Previous experience operating FERVE or similar online ticketing systems. Training and office induction prior to the Festival will be required for this position. Ability to multi-task and deal with a high volume of demands whilst keeping a calm head under pressure. |
| Responsible to: | Administration Manager |
| Daily Hours/Shifts: | Volunteers will generally be required to work half-day shifts, commencing either early morning, afternoon, or evening. |
| Required pre-festival: | Yes: must attend a 2-hour training session prior to the Festival (Zoom or in person) |
| Required post-festival: | No |