

VOLUNTEER ROLE DESCRIPTION

Job Title:	Queue Attendant
Department:	Admin/Box Office
Position Description:	Monitor and manage ticket queues during busy periods to deal with queries; monitor problems (advise patrons of, for example, system crashes and providing information) and to ensure ticket buyers are in the right queue (cash sales; credit sales; collections; partner collections)
Experience Required:	Good communication skills. Patience. Customer service experience highly desirable. Outgoing, helpful manner.
Responsible to:	Administration Manager
Daily Hours/Shifts:	Volunteers will be required to half-day shifts, commencing morning or afternoon. Variations of this shift pattern will be negotiated on a case-by-case basis.
Required post-festival:	No