

Ticketing Assistant Job Description

A comprehensive job description template
for Australian event and entertainment venues

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and events industry practices at the time of publication. You should review and tailor this template to suit your business, venue type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Ticketing Assistant / Ticket Seller / Ticket Checker / Box Office Assistant

1.2 Position Summary

The Ticketing Assistant is the first point of contact for customers attending events and visiting entertainment venues. This role is responsible for selling tickets, scanning tickets at entry points, processing payments, managing customer queues and providing excellent customer service in a fast-paced event environment.

The position requires accuracy with cash handling, efficiency with point-of-sale systems, strong customer service skills and the ability to remain calm and professional during busy event periods. Ticketing Assistants must work quickly and accurately to ensure smooth entry for patrons while maintaining security protocols.

1.3 Reporting Structure

This position reports to:

- Box Office Manager / Ticketing Supervisor
- Event Coordinator / Operations Manager
- Venue Manager / Front of House Manager

1.4 Employment Type

This position is available as:

- Casual (event-based shifts)
- Part-time (regular shifts for venues with frequent events)
- Full-time (venues with daily operations)

2. Key Responsibilities

2.1 Ticket Sales and Processing

- Sell tickets to customers at box office or entry points
- Process cash, credit card and digital payments accurately
- Operate point-of-sale (POS) systems and ticketing software
- Issue tickets, receipts and confirmations to customers
- Provide information about seating, pricing and ticket types
- Handle ticket exchanges and refunds according to policy
- Upsell additional tickets or experiences when appropriate

2.2 Ticket Scanning and Access Control

- Scan tickets at entry points using handheld scanners or gates

- Verify ticket validity and authenticity
- Check identification when required (age-restricted events)
- Ensure only valid ticket holders enter the venue
- Direct patrons to correct seating areas or sections
- Identify and report fraudulent or duplicate tickets
- Follow security protocols and venue entry procedures

2.3 Customer Service and Inquiries

- Greet customers in a friendly and professional manner
- Provide information about events, facilities and venue policies
- Answer customer questions about tickets and seating
- Assist customers with accessibility requirements
- Handle customer complaints and issues professionally
- Provide directions to amenities, exits and facilities
- Maintain positive attitude during busy periods

2.4 Queue Management

- Manage customer queues efficiently during peak entry times
- Direct patrons to appropriate entry points or ticket windows
- Maintain order and safety in queuing areas
- Communicate wait times to customers when appropriate
- Coordinate with other staff to open additional entry points
- Ensure smooth flow of patrons into the venue
- Assist with crowd control during event emergencies

2.5 Cash Handling and Reconciliation

- Accurately handle cash and process card transactions
- Balance cash drawer at beginning and end of shift
- Count money accurately and provide correct change
- Follow cash security procedures and protocols
- Report cash discrepancies to supervisor immediately
- Complete end-of-shift cash reconciliation reports
- Secure cash in safe or deposit box as required

2.6 Communication and Reporting

- Communicate with event coordinators and security staff
- Report technical issues with ticketing systems immediately
- Use radio or communication systems effectively

- Alert supervisors to potential security concerns
- Report customer feedback and operational issues
- Complete incident reports when required
- Participate in pre-event briefings and debriefs

3. Required Skills and Attributes

3.1 Essential Skills

Customer Service Skills

Friendly, welcoming demeanor with ability to assist diverse customers. Patience when dealing with customer questions and concerns. Professional handling of complaints and difficult situations. Ability to remain positive and helpful during busy periods. Understanding of accessibility needs.

Cash Handling and Numeracy

Accurate money handling and change calculation. Experience with POS systems and payment processing. Attention to detail with financial transactions. Ability to balance cash drawer and reconcile receipts. Understanding of fraud prevention and security procedures.

Communication Skills

Clear verbal communication with customers and staff. Ability to provide information effectively and answer questions. Use of radio or communication systems. Professional telephone manner. Ability to communicate in noisy event environments.

Technical Competence

Basic computer literacy for ticketing systems. Ability to operate handheld scanners and POS terminals. Quick learning of venue-specific ticketing software. Troubleshooting basic technical issues. Comfort with digital payment systems.

3.2 Personal Attributes

- Professional appearance and presentation
- Punctuality and reliability for event shifts
- Ability to remain calm under pressure
- Flexibility to work evenings, weekends and public holidays
- Physical ability to stand for extended periods
- Strong attention to detail and accuracy
- Team player with positive attitude
- Problem-solving mindset
- Honest and trustworthy with cash handling
- Adaptability to different event types and crowds

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia
- Minimum Year 10 education or equivalent
- Strong numeracy skills for cash handling
- National Police Check (for roles involving cash handling)
- Availability to work event hours (evenings, weekends, public holidays)
- Professional presentation and customer service skills

4.2 Desirable Qualifications

- RSA (Responsible Service of Alcohol) if venue serves alcohol
- First Aid certificate
- Previous cash handling or retail experience
- Experience with POS systems or ticketing software
- Previous customer service experience
- Certificate II or III in Events, Hospitality or Retail

4.3 Experience

This role is suitable for entry-level candidates with strong customer service skills and numeracy. Previous experience in retail, hospitality or customer-facing roles is valuable. Experienced candidates should demonstrate competency in cash handling, POS systems, customer service and ability to work efficiently in busy environments.

5. Working Conditions

5.1 Hours of Work

- Event-based shifts, primarily evenings and weekends
- Shift times vary based on event schedule
- Public holiday work for special events
- Peak periods during event entry times
- Shifts typically range from 3-8 hours depending on event duration
- May involve early arrival for pre-event preparation

5.2 Physical Requirements

- Standing for extended periods (entire shift duration)
- Working in crowded environments with noise
- Ability to work in various weather conditions if outdoors

- Manual dexterity for handling tickets and cash
- Clear speech for communication with customers
- Visual acuity for reading tickets and operating systems

5.3 Work Environment

- Entertainment venues, sporting facilities or event spaces
- Indoor or outdoor ticketing positions depending on venue
- Fast-paced during event entry periods
- Contact with large numbers of customers
- Busy, sometimes noisy event environment
- Working as part of events team

5.4 Uniform and Presentation

- Uniform provided by venue (typically branded shirt or jacket)
- Professional appearance required for front-of-house role
- Closed, comfortable footwear for standing shifts
- Name badge or identification to be worn
- Neat and tidy presentation at all times
- Adherence to venue dress code and grooming standards

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Amusement, Events and Recreation Award 2020 (MA000080). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in amusement, events, entertainment and recreation facilities.

6.2 Classification Level

Ticketing Assistants are generally classified under the award as:

- Level 2: Ticket seller, ticket checker or ticketing assistant
- Level 3: Senior ticketing assistant or box office supervisor with additional responsibilities

The specific classification level will be determined based on duties, experience and level of responsibility.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 250% of base rate

- Evening work (after 6pm): additional loadings may apply
- Minimum engagement period: typically 3 hours for casual staff

Casual employees receive a 25% casual loading instead of paid leave entitlements. Refer to the Amusement, Events and Recreation Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Treat all customers and colleagues with respect and courtesy
- Maintain professional appearance and demeanor at all times
- Follow all venue policies, procedures and security protocols
- Arrive on time for scheduled shifts in full uniform
- Notify management of absence or lateness immediately
- Complete all assigned pre-event and post-event tasks

7.2 Customer Service Standards

- Greet every customer with a friendly welcome
- Provide accurate information about events and venue
- Handle complaints with patience and professionalism
- Assist customers with special needs or accessibility requirements
- Maintain positive attitude even during busy or stressful periods
- Escalate serious issues to supervisor appropriately

7.3 Cash Handling and Security

- Follow all cash handling procedures strictly
- Never leave cash drawer unattended
- Report any discrepancies immediately to supervisor
- Maintain confidentiality of security procedures
- Be alert for fraudulent tickets or suspicious behavior
- Follow venue security protocols at all times

7.4 Teamwork Expectations

- Work cooperatively with ticketing team and other venue staff
- Communicate effectively with supervisors and colleagues
- Assist team members during busy periods
- Participate in pre-event briefings and training
- Share information relevant to smooth event operations
- Maintain positive team morale and support new staff

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV
- Cover letter outlining customer service experience and availability
- Contact details for two professional referees
- Copies of relevant certificates (RSA, First Aid if applicable)
- Availability indicating evenings, weekends and public holidays

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone or video interview
- In-person interview and venue tour
- Cash handling or customer service scenario assessment
- Reference checks
- National Police Check (if required)
- Training session on venue systems and procedures

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the venue.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____