



AthFest Music & Arts Festival Position Description

Title: Ticketing Coordinator

Reports To: Event Coordinator

Summary

The Ticketing Coordinator is responsible for the sale and management of tickets to AthFest events including, but not limited to Club Crawl, Gospel Brunch, VIP Hospitality areas, and raffles. The ticketing coordinator configures our online ticketing system and manages on-site booths for redemption of electronic tickets, and on-site ticket sales.

Duties, Tasks, and Responsibilities

- Configure AthFest's online ticketing system to sell and redeem for the Club Crawl, VIP, and Gospel Brunch tickets.
- Configure the online ticketing system to collect fees from vendors and Artist Market applicants.
- Respond to request for assistance, refunds or other communication generated by the online ticketing system.
- Establish on-site locations during the festival at which patrons may purchase or redeem tickets.
- Obtain, train, and manage personnel selling and redeeming tickets during the festival.
- Attend monthly festival planning meetings.
- Identify recipients of complimentary tickets/wristbands and share with Festival Coordinator.
- Manage and account for expenditures as identified in the AthFest budget.
- Generate reports from the online ticketing system.

Qualifications/Special Skills

- Familiar with the operation of outdoor music festivals.
- Proficient computer skills with knowledge of scheduling, workflow, ticketing, and point of sale systems.
- Flexible and adaptable to changing needs and conditions.
- Organized and proactive.

Physical Requirements

- Able to stand and walk for long periods of time (up to 10 hours per day).