



**Tauranga**City

## Job description

<b>Title</b>	Ticketing & Visitor Experience Assistant
<b>Number</b>	2VE213
<b>Group</b>	Community Services
<b>Division</b>	Venues & Events
<b>Reports to</b>	Marketing & Ticketing Manager
<b>Direct reports</b>	N/A
<b>Date</b>	31/07/2025

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

This role provides administrative and operational support to Baycourt Community & Arts Centre's Ticketing and Visitor Experience teams. Key responsibilities include customer service, ticket sales and event builds, data entry, stock and roster management and other general administrative duties.

### Key outcomes

<b>Patrons and visitors experience an exceptional level of service when engaging with Baycourt Community &amp; Arts Centre.</b>	<ul style="list-style-type: none"><li>• Provide excellent ticketing and visitor experience services by demonstrating manaakitanga through positive, professional, timely, and knowledgeable interactions with patrons, clients and colleagues.</li><li>• Contribute to ensuring Baycourt is seen as a professional events venue.</li><li>• Model and champion Baycourt's team values.</li></ul>
<b>Operational duties are undertaken</b>	<ul style="list-style-type: none"><li>• Assist the Ticketing Coordinator to operate the Baycourt box office during operating hours, including</li></ul>

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<b>professionally and with accuracy.</b>	<p>during evenings and weekends (based on event needs).</p> <ul style="list-style-type: none"> <li>• Ensure ticketing transactions are carried out accurately and comply with platform procedures, policies and guidelines.</li> <li>• Assist the Marketing &amp; Ticketing team in maintaining accurate and up-to-date event information across all sales and marketing channels.</li> <li>• Monitor and order food and beverage stock to maintain appropriate inventory levels.</li> <li>• Support the Visitor Experience Manager in preparing 'front of house' rosters, aligned with event requirements.</li> <li>• Perform cash handling and banking reconciliations accurately and within required timeframes.</li> <li>• Provide timely and efficient administrative support to the Baycourt team as needed.</li> </ul>
<b>Support and deputise as Ticketing Coordinator as and when necessary.</b>	<ul style="list-style-type: none"> <li>• Provide relief cover when required for the Ticketing Coordinator.</li> </ul>

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

## Person specifications

<b>Essential</b>
<ul style="list-style-type: none"> <li>• Excellent customer service skills.</li> <li>• Basic numeracy skills.</li> <li>• Sound computer skills.</li> <li>• High attention to detail</li> </ul>

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## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections