



**WESTERN SYDNEY WANDERERS FC  
WANDERCREW POSITION DESCRIPTION  
TICKETING ASSISTANT**

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**TITLE:** Ticketing Assistant

**DEPARTMENT:** Membership Services Department

**LOCATION:** ANZ Stadium and Spotless Stadium

**REPORT TO:** Membership Services Team

## **OVERVIEW**

The Ticketing Assistant will be required to assist the Western Sydney Wanderers FC (Club) on match days in the ticket collection window. They will be required from gates open to half-time as communicated by one of the Membership Services Team before the nominated match day. In some cases you may be part of the pre-game activities, including Westfield W-League double headers, which may require you to be at the Stadium earlier.

## **PURPOSE OF ROLE**

- Support the Membership Services Team with ticket collection on match day
- Provide exceptional customer service to everyone you interact with on match day
- Follow correct procedures when handing out tickets
- Assist with any other membership and ticketing requirements on match day

## **KNOWLEDGE, SKILLS AND BEHAVIOUR REQUIRED**

- Proactive and positive attitude
- Ability to build rapport and strike up conversations easily
- Outstanding communication skills
- Great understanding of the game
- Remain professional during rostered hours
- Friendly, supportive and approachable manner at all times
- Can work in a team environment and take instructions from the group leader
- Punctual and presentable with pride in delivery of the job you are assigned
- Willingness to adapt and adjust based on the needs of the environment

## **KEY AREAS OF RESPONSIBILITY**

- Arrive at the match venue on match day at the time specified in your match day brief
- Assist with ticket collection on match day
- Confirm with your Hub Leader that your role is finished prior to leaving

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## **UNIFORM**

You will be provided free of charge with:

- One (1) Wandercrew polo shirt

You have the option to purchase:

- One (1) Wandercrew jacket is available RRP \$60

You are required to wear in addition to the polo and jacket:

- Black pants or long shorts and comfortable footwear (preferably Nike sneakers)

## **PARKING AND TRANSPORT**

- There are a number of public transport options available to and from Sydney Olympic Park — please note select public transport is free with your tickets or Memberships
- Parking is available at P1 at your own cost

## **VOLUNTEER POLICIES**

Club appointed volunteers are expected to comply with the following rules and regulations:

1. Attend all non match day and match day briefing sessions and meetings arranged by the Club
2. Arrive at the match venue at the time stipulated by the by your direct report
3. Must wear the uniform provided and specified by this position description
4. Abide by accreditation terms including not issuing/lending passes to family, friends and the general public
5. Adhering to radio protocol if issued with a radio
6. Must not loiter in the player's tunnel, outside team dressing rooms and areas not directly related to their role
7. Must not stand in the tunnel during the match
8. Must sit down in seats allocated on your ticket(s) when not working
9. Must not eat in the tunnel or whilst working on the field of play — Field-of-Play Assistants are permitted to place a bottle of water/drink underneath their chair
10. Agree not to use mobile telephones, photographic cameras, video cameras and any other electronic devices when within the confines of the change rooms, tunnels and highly restricted areas, in addition at no point is anyone to take photos of any of the children participating on match day
11. Agree not to request an autograph from any player, team official, club official or any other individual
12. If requested to, return accreditation at the end of the match
13. Abide by Club management and staff directions at all times