

Onsite Tickets Volunteer Description

Onsite Tickets Volunteers will report to the HamCation Onsite Ticket Chair and Assistant Chair.

Responsibilities and Duties:

- **Purpose:** Providing HamCation® attendees, a smooth and pleasant process of purchasing tickets or picking up from Will Call.
- **Must be able to work with a TEAM that has one goal:** Be willing to collaborate with others to accomplish this goal. Be willing to accept the guidance and decisions of the Onsite Ticket Chair and Assistant Chair.
- **Must be motivated:** Know the layout of the Central Florida Fairgrounds property to be able to direct our visitors to any place they would like to go (restrooms, Swap's building, Tailgate Check-in, RV Check-in, Forums, Prize Booth, etc.). Inspire your teammates.
- **Must be creative and adaptable:** look for solutions to problems that seem insurmountable. Be willing to go beyond what is asked of them and identify opportunities for improvement (solve problems). Be willing to accept that things will change when dealing with our attendees.
- **Must be dependable and energetic:** must be on time for the shift work that is involved and must be ready to work the entire shift assigned. Also, must be able to carry out tasks efficiently and honestly. Must show enthusiasm about the tasks to be performed, including providing service with a smile!
- **Must be patient and compassionate:** must be ready to deal with anyone who may be first time attendees and are confused. And be willing to show empathy to them as there may be cultural differences as well as language challenges.
- **Must always be courteous and friendly.**

Qualifications:

- An individual with a genuinely positive friendly attitude; people friendly.
- Able to stand or sit for a four-to-eight-hour shift. Breaks will be provided.
- Willing to accept cash payments, provide correct change, and process credit card transactions. Great cash handling skills are a must!
- Onsite Ticket volunteers who have volunteered with us before or at another hamfest is a definite plus.
- Problem solver: must think how to solve problems that have not occurred. Keep our attendee's safety in mind.
- Have a working knowledge of using a two-way radio to keep in touch with staff.
- Be willing to meet/greet/welcome many hams from around the world.