

# **JOB DESCRIPTION – PART TIME TICKET SELLER**



## **SUMMARY**

Responsible for processing ticket sales at the Ticket Office and providing customer assistance.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Works under the supervision of the Ticket Office Manager.
2. Projects professional appearance and manner.
3. Provides information to patrons regarding performances and ticket policies.
4. Provides customer service in all aspects of the Ticket Office, including phones.
5. Utilizes Ticketmaster software to process ticket sales.
6. Maintains accuracy in financial transactions.
7. Assists in the enforcement of building policies for patrons.
8. Provides assistance for patrons in emergency situations.
9. Accountable for transactions at his/her work station.
10. Performs any related tasks as assigned.

## **SUPERVISORY RESPONSIBILITIES**

None.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. This position requires excellent skills in customer relations, communications and problem solving.
2. Qualified applicants must be available to work primarily nights and weekends, and occasionally holidays.

## **EDUCATION and/or EXPERIENCE**

1. High School diploma, GED or equivalent.
2. Customer service experience desired.
3. Must possess some knowledge of computer applications and be prepared to become skilled at Ticketmaster software program.
4. Ability to accurately handle money.
5. Ability to apply concepts of basic math on an Excel spreadsheet, calculator or adding machine and make correct change.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

1. Applicant must possess current, valid driver's license and a current working home telephone with a number that can be accessed by building management personnel for business contact purposes.

## **LANGUAGE SKILLS**

1. Ability to speak and understand English.
2. Ability to read and interpret documents such as instructions, policies and procedures.
3. Ability to deal effectively and courteously with the general public.

## **REASONING ABILITY**

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to define problems, collect data, establish facts and draw valid conclusions.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

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1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee works in a standard office environment.

## **CONCLUSION**

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.