

Job Title

Ticketing Attendant-Ticket Sellers

Hourly Pay Rate

\$17.00

Time-base

119-day Part-time, Seasonal, Temporary

Job Overview

This position provides excellent customer service in ticketing services for parking and box office.

Duties and Responsibilities include, but are not limited, to the following:

-] Provides excellent customer service by interacting courteously, answering questions accurately, and resolving complaints for customers attending events.
-] Checks and scans parking tickets, admission tickets, passes, badges, and other admission items and resolves any scanning issues in a timely and courteous manner.
-] Prevents the admittance of persons without tickets or credentials at ticket gate.
-] Uses ticketing system to sell, print, and reissue tickets and solves customer's problems.
-] Checks for availability in the system and provides customers with seating options or any information regarding their chosen show, concert, or event.
-] Understands and explains ticketing policies and procedures to customers.
-] Performs cash and credit card transactions accurately.
-] Complies with all transaction procedures and guidelines for payment transactions.
-] Follows opening and closing transactions procedures and reconciles daily transactions.
-] Distributes will-call tickets by verifying all pertinent customer information.
-] Provides hand stamps to customers who are temporarily leaving the facilities.
-] Performs other related duties as assigned or requested when needed.

Qualifications

-] Excellent customer service, communication, and problem-solving skills.
-] Detail-oriented and quick learner.
-] Ability to work cooperatively with team members and others.

Working Conditions

-] Work environment is in a parking lot, ticket booth, and/or gate entrances.
-] Work may involve some exposure to weather conditions, dust, dirt, and exhaust fumes.
-] Ability to stay stationary, sit, and/or stand for extended periods.
-] Repetitive motions when using ticket scanners and ticketing system.
-] Move supplies up to 20 pounds.
-] Works a flexible schedule including night, weekends, and holidays when necessary.