

TITLE: TICKET SELLER
DEPARTMENT: Ticket Office

IMMEDIATE SUPERVISOR: Assistant Box Office Manager

GENERAL STATEMENT OF DUTIES: Ticket office personnel are an information center who will understand and operate the computerized ticketing system.

They must know and understand each event, its seating charts, and configurations of the Ryan Center.

AREAS OF RESPONSIBILITY:

1. Know and understand the operation of the ticketing system. Never leave a patron's request unanswered.
2. Familiarize yourself with each event (ticket prices, discounts, restrictions, reserved or general admission seating, etc.).
3. Know and understand the seating charts and configurations of the facilities.
4. Perform ticket transactions for all events on the ticketing system with efficiency and accuracy.
5. Collect proper currency or credit card amount for purchase of ticket(s) as well as give back proper number of tickets and correct change.
6. Communicate and satisfy patrons in the most positive manner possible.
7. Direct patrons to the nearest ticket taker.
8. Reconcile all monies received from ticket sales.
9. Keep accurate and legible records.
10. Maintain confidentiality.
11. Other duties as assigned.

Qualifications

- *Ability to multitask in a fast-paced environment
- *Experience working with the public and with cash
- *Ability to work independently and as a productive member of a team
- *Must be over 18 by September 2010
- *Must be able to work a flexible schedule, including evenings, weekends, holidays, and school breaks
- *Incoming Freshmen and ascending sophomores preferred.

MINIMUM SALARY: \$8.25/hour

HOURS: Variable

To Apply, please contact:
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