



JOB TITLE: EVENT TICKET SELLER	FLSA: Non-Exempt
FACILITY: Five Flags Center DEPARTMENT: Box Office	REPORTS TO: Box Office Manager SUPERVISES: None

### **MAJOR DUTIES & RESPONSIBILITIES**

- Accurately sell tickets to customers using computerized ticket system or with pre-printed tickets.
- Handle monies with speed and accuracy when making change.
- Completes daily sales reports. Keeps accurate daily balance sheet of cash received and tickets sold; balances sales and change bank and submits cash to Box Office Manager for audit.
- Efficiently and courteously answers questions concerning prices, seating, and events. Gives information concerning upcoming events.
- Responds promptly to customer needs, responds to request for service and assistance, able to work independently and handle most box office questions without assistance.
- Ability to easily familiarize themselves with seating charts, prices, and discounts for each event.
- Files various records and reports. Performs related clerical work assigned.
- Maintains confidentiality concerning upcoming events.
- Answer Box Office telephones.
- Other duties as assigned.

### **WORKING CONDITIONS:**

- Work in close quarters with co-workers.
- Regular use of hands to handle coins and currency, tickets and computer keystrokes.
- Work hours are casual labor, seasonal, and non-guaranteed.
- Flexible Hours assigned according to event schedule.
  - Hours can include weekdays, nights, weekends, and holidays.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to count money, make change accurately.
- Good customer service and communication skills both in person and on phone.
- Ability to input data into computer to record sales transactions.
- Communicate with customers in a friendly manner and be professional at all times.
- Ability to work independently and as a member of a team.
- Stay calm under pressure.
- Maintains a professional attitude and appearance.
- Listens, clarifies and responds well to customer questions.
- Prior experience in a customer service position and computer experience preferred.
- High School Diploma or GED or equivalent experience.
- **Must be able to pass a credit and background check.**

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