



INDIANA STATE  
**FAIRGROUNDS**  
& EVENT CENTER

## Job Posting

### Title: Box Office Representative (part-time)

\*For more information on this part-time position, please contact Human Resources at [employment@indianastatefair.com](mailto:employment@indianastatefair.com). To apply for this position, please visit <http://www.in.gov/statefair/fairgrounds/employment.html>, and send the posted application and your resume to the email address above. Thank you for your interest.

### Position Summary

The primary responsibility of this position is to provide patrons with a positive initial experience at the Indiana Farmers Coliseum Box Office. This experience is created by aiding patrons with accurate performance information and assisting them in purchasing and/or picking up tickets to the Indiana Farmers Coliseum, Hoosier Lottery Grandstand, and any other Indiana State Fairgrounds building as needed. The position is expected to work cohesively with all employees of the Indiana State Fairgrounds in maintaining a high level of patron services. The hourly rate for this position starts at \$12.50.

### Essential Functions and Responsibilities

1. Provide all patrons with a positive first impression of the Indiana State Fairgrounds by offering superior individualized patron services; communicate positively with all patrons to establish their needs efficiently and courteously.
2. Accurately operate Ticketmaster computer ticketing system and other ticketing systems to sell tickets for events held at the Indiana Farmers Coliseum, Hoosier Lottery Grandstand or any other Indiana State Fairgrounds venue; handle ticket and cash transactions responsibly and accurately.
3. Provide information on all events held at the Indiana Farmers Coliseum, Hoosier Lottery Grandstand or any other Indiana State Fairgrounds venue via face-to-face and telephone communication.

### Skill Requirements

1. **Pays close attention to detail:** Able to follow detailed procedures and ensures accuracy in documentation and data; carefully monitors processes; concentrates on details and organizes and maintains a system of records.
2. **Maintain high customer focus:** Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
3. **Excellent interpersonal communication skills:** Able to relate effectively to a wide range of people, personalities and demographics; is able to “connect” on a

professional level with others in a variety of circumstances so that others are comfortable.

4. **High energy level:** Able to respond well to demands on time and generally works at a brisk pace while not compromising quality of work; good time utilization and a capacity for a fast-paced environment.
5. **Strong understanding of policies and procedures:** Able to act in accordance with established guidelines; communicates and enforces organizational policies and procedures.

### **Educational/Experience Requirements**

- High school diploma or GED equivalent required.
- Basic knowledge of Microsoft Office software (Excel, Word, Access).
- Experience with proper banking, account balancing and cash control practices, and experience handling small and large sums of cash.
- Box office experience with Ticketmaster or other related ticketing system.

### **Job Complexity**

This position requires substantial judgment and analytic ability requiring somewhat complex calculations, organizing information for reports, and solving minor problems.

### **Supervisory Responsibilities**

N/A

### **Supervision Received**

This position will receive routine supervision from the Box Office Manager and Box Office Supervisor, who will occasionally review work to ensure completion. Work is performed under general guidelines, procedures and rules.

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