

## JOB DESCRIPTION

<b>Job Title:</b>	<b><u>Ticket Seller</u></b>
<b>Reports To:</b>	Ticket Office Supervisor
<b>FLSA Status:</b>	Part Time Hourly; Non Exempt
<b>EEO Status:</b>	Box Office
<b>Entity:</b>	OVG Facilities

**SUMMARY:** Assist customers at Chesapeake Employers Insurance Arena for events and dates as needed.

**ESSENTIAL FUNCTIONS:** *(including, but not limited to...)*

- Scan tickets as patrons enter venue
- Receive and process counter, phone, and mail ticket orders using various aspects of the ticketing system
- Follow proper procedures regarding money and ticket reconciliations after every work shift
- Provide accurate facility information and superior customer service to patrons
- Other organizational and administrative duties as determined by management

### **QUALIFICATIONS:**

- High school diploma, GED or equivalent preferred.
- Must have a demonstrated ability to function independently in a fast paced, high-pressure environment
- Must have the ability to work flexible schedule including long hours, nights, weekends and holidays.
- Must be comfortable working with the public and have strong interpersonal and communications skills
- Prior sales and customer service experience preferred; ticketing sales helpful, but not necessary
- Basic computer knowledge

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands:**

- Employees are frequently required to stand and sit in a stationary position while at a desk/computer; walk; use hands and arms to handle or feel objects, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk and hear. Employees will seldom lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

#### **Work Environment:**

- The duties of this position are performed primarily indoors. The noise level in the work environment is usually moderate.
- While performing duties of this job, the employee may be exposed to outdoor weather conditions if sales take place in the open lobby.
- Must uphold and maintain a customer friendly environment.

#### **Pay Rate:**

- 11.75 an hour

