



Job Title: Ticket Taker

Reports to: Events Manager

Hours: Hours will vary (Part-Time)

Summary

A Ticket Taker is a vital member of the Events Center as they are involved in direct contact with the public. As a representative of the UPMC Events Center, a friendly greeting attached to a smiling face goes a long way in helping our guests enjoy their visit. Assist with directions, information, and guidance in a friendly, helpful and efficient manner. This positions reports to the Event Manager.

Qualifications:

- High school diploma or GED required.
- Employee must be at least 18 years old
- Ability to work flexible shifts including nights, weekends and holidays depending on events schedule
- Ability to effectively communicate and solve problems quickly.

Position Functions & Responsibilities

- Provide exceptional customer service to all guests
- Possess a positive attitude and facilitate teamwork and respect among co-workers
- Welcome guests, provide directions and answer any questions that may arise.
- Scan tickets and/or keep an accurate turnstile count
- Provide assistance to patrons with special needs or wheelchair access
- Resolve guest complaints quickly and exceed the guests' expectations
- Enforce building policies and event procedures
- Assist and direct guests in a variety of situations including emergencies.
- Hand out flyers or other promotional items
- Other duties as assigned.

Knowledge, Abilities, & Skills

- Good communication skills
- Prior customer experience is preferred
- Access to reliable transportation

To Apply:

Please send employee application, cover letter, and resume to jobs@upmceventscenter.com

OVG Facilities is an EOE/DFW; Offered candidates must submit to / successfully complete pre-employment screens (background & substance) prior to hire