

**Job Title:** Ticket Seller

**Reports to:** Box Office Manager

**Hours:** Hours will vary

### **Summary**

Are you an outgoing and organized person looking to enhance your experience in event ticketing? Do you enjoy concerts, live events or interacting with people? This position will assist guests in purchasing/redeeming tickets to events at the UPMC Events Center in order to create a positive guest experience.

#### **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

#### **Position Functions & Responsibilities**

- 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
- Perform other duties as assigned by superiors

#### **Knowledge, Abilities, & Skills**

- Possess the highest integrity and ethical standards
- Knowledge of customer service principles and practice
- Excellent verbal and written skills
- Computer literate – ability to navigate through multiple screens and application systems
- Active listening and attention to detail
- Self-sufficient and dependable
- Appropriate business acumen including professional appearance and demeanor
- Able to pass credit check

To Apply:

*Please send employee application, cover letter, and resume to [jobs@upmceventscenter.com](mailto:jobs@upmceventscenter.com)*

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