



JOB DESCRIPTION

Job Title: Ticket Service Specialist (PT Event Based)	Company: Spectra
Department: Ticketing	Facility: Fair Park Dallas
Reports to: Senior Box Office Manager	FLSA: Hourly – Non-Exempt

Job Link: https://careers-spectra.icims.com/jobs/5598/ticketing-service-specialist-%7c-part-time%7c-dallas-fair-park/job?in_iframe=1

SUMMARY:

On a part-time event-based basis, this position is responsible for ticket sales and guest services for shows or events by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Opens and or closes ticket window as required.
- Deal knowledgeably, pleasantly, and professionally with the general public on the telephone and in person.
- Collect proper amount for purchase of tickets/coupons as well as issue proper number of tickets/coupons and correct change with efficiency and accuracy.
- Knows, understands, and informs customers of the refund/exchange policy.
- Maintains accurate count when selling hard tickets or accesses computer for count of computer printed tickets.
- Maintains knowledge of all event information and seating charts.
- Reconcile all monies received from ticket/coupon sales and orders.
- Completes daily ticket sales report. Keeps accurate daily balance sheet of cash received and tickets sold; balances sales and change bank and submits cash to Box Office supervisor or manager for audit.
- Fills reservations for seats by telephone or mail, handles Will-Call window according to procedures, or other related duties as assigned by supervisor.
- Demonstrates excellent customer service skills; responds promptly to customer needs, responds to requests for service and assistance, able to work independently and handle most box office questions without assistance.
- Stays familiar with all paperwork and documents used in the Box Office. Fill them out properly and completely. This includes balance sheets, accessible order forms, mailing list forms, etc.
- Efficiently and courteously answers questions concerning prices, seating and events. Gives information concerning coming attractions.
- Files various records and reports. Performs related clerical work as assigned.
- Maintains knowledge on venue/event directions, locations, and information.
- Other duties as assigned by the Senior Box Office Manager/Assistant Manager.

SUPERVISORY RESPONSIBILITIES:

None.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE:

- High school diploma or general education degree (GED)
- A minimum of 1 year money handling experience.
- A minimum of 1 year of customer service experience.
- Flexibility to work nights, weekend and holidays, required.

SKILLS AND ABILITIES:

- Ability to count money, make change accurately.
- Ability to listen and follow instructions.
- Ability to input data into a computer to record sales transactions.
- Good communications skills. Listens and gets clarification; Responds well to questions.
Able to read and interpret written information.
- Good problem solving skills and organizational ability.
- Ability to work independently and as a member of the team.
- Good customer service skills and sense of public relations.
- Knowledge of venue ticketing systems; knowledge of the Paciolan Ticketing Platform desirable.
- Strong customer service skills.
- Bi-lingual (English & Spanish) preferred.

COMPUTER SKILLS:

Proficiency using Microsoft Office Products (Word, Excel, PowerPoint, and Outlook) and ticketing systems.

CERTIFICATES, LICENSES, REGISTRATIONS:

None required.

PHYSICAL DEMANDS:

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Ticketing Service Specialist Job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the Ticketing Service Specialist Job.

While performing the responsibilities of the Ticketing Service Specialist Job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is regularly is required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, and crouch.. Vision abilities required by this job include close vision.

WORKING CONDITIONS:

While performing the responsibilities of the Ticketing Service Specialist, these work environment characteristics are representative of the environment the Ticketing Service Specialist will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the Ticketing Service Specialist Job.

Incumbent works both in an office setting with minimal adverse exposure to environmental hazards, an in outdoor setting with mild to adverse exposure to environmental hazards. The noise level in the work environment is usually mild to loud, with atmospheric conditions such as fumes, odor, dust, etc.

This job description is subject to change.

EOE.DFWP

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