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| FacilityName: | **Iowa state center** |

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| JobTitle: | Ticket Office Staff | Department | Ticket Office |
| ReportsTo: | Ticket Office Manager | FLSAStatus: | Exempt Non Exempt X |
| PreparedBy: | Tammy Koolbeck | DatePrepared: | 6/17 |
| ApprovedBy: |  | ApprovedDate: |  |

**SUMMARY**

Responsible for processing ticket sales at the Ticket Office, providing customer assistance and assists with other administrative duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties and responsibilities may be assigned.

1. Works under the supervision of the Ticket Office Manager.
2. Projects professional appearance and manner. Maintains excellent customer relations with excellent service.
3. Provides information to patrons regarding performances and ticket policies.
4. Provides customer service in all aspects of the Ticket Office, including phones.
5. Utilizes Ticketmaster software to process ticket sales.
6. Maintains accuracy in financial transactions.
7. Assists in the enforcement of building policies for patrons.
8. Provides assistance for patrons in emergency situations.
9. Accountable for transactions at workstation.
10. Assists with administrative tasks i.e. letters, packets, phone calls
11. Performs any related tasks as assigned.

**SUPERVISORY RESPONSIBILITIES:**

None

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily as listed above. These requirements 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.

1. Knowledge of procedures and requirements of the business to insure excellent relationships with clients and patrons.
2. Ability to exercise sound judgment and make proper decisions in handling incidents at all types of events using good problem-solving skills
3. Good overall skills in working with numbers.
4. Excellent attention to detail
5. Ability to work flexible schedules including evenings, weekends and holidays.

**EDUCATION and/or EXPERIENCE**

1. High School diploma, GED or equivalent.
2. Some selling, customer service experience preferred.
3. Must possess some knowledge of computer applications and be prepared to become skilled at Ticketmaster software program.
4. Ability to accurately handle money.
5. Ability to apply concepts of basic math on an Excel spreadsheet, calculator or adding machine and make correct change.

**CERTIFICATES / LICENSES / REGISTRATIONS**

1. Employee must have reliable transportation to and from work.
2. Employees must maintain a working telephone number that can be accessed by building management for work-related communication

**LANGUAGE SKILLS**

1. Ability to read and comprehend basic work instructions, manuals, safety instructions, etc.
2. Ability to speak and understand English.

**COGNITIVE SKILLS / REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, discriminate between behavior mechanisms and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

**PHYSICAL DEMANDS**

The physical demands 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.

1. While performing the duties of this job, the employee is regularly required reach with hands and arms and to talk or hear.
2. The employee frequently is required to stand; walk; sit; climb stairs over an extended period of time; and use hands to finger, handle, or feel.
3. The employee is occasionally required to stoop, kneel, crouch or crawl.
4. The employee must occasionally lift and/or move up to 25 pounds.
5. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

1. While performing the duties of this job, the employee may occasionally be exposed to moving mechanical parts, fumes and/or airborne particles.
2. The noise level in the work environment is usually moderate; however, during some events, can become quite loud.

**CONCLUSION**

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

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| EmployeeSignature: |  |  | Date: |  |