



Ticket Seller (Part Time)

Reports to: Manager, Box Office
Department: Ticket Office
Designation: Hourly, Non-Exempt

POSITION PURPOSE:

Assist guests in a friendly, courteous and professional manner with ticket purchases, distribution of Will Call tickets and accurate information pertaining to the XL Center and events held in the building.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Arrives for each scheduled shift on time, in uniform and ready to work
- Welcomes guests to the XL Center whether in person or on the telephone with a smile and pleasant greeting
- Attentively listens to guests' questions and requests
- Provides accurate information to guests relative to events being held in the building including dates, times, ticket prices, discounts, restrictions, seating options, event descriptions and general information about the facility
- Accurately generates tickets from the computerized system and retains tickets until payment transaction is complete
- Handles payment transactions whether by cash or credit card in an accurate, efficient and timely manner.
- Ensure that an acceptable credit card is provided supported by a photo ID and the guest signs receipt or with regard to cash purchases any change is counted back to the guest
- Ensures that cash count is accurate at beginning of shift and that when the cash drawer is counted at the end of the shift by management, the cash in the drawer equals the amount taken in per the ticketing system, plus the starting bank
- Listens to guest concerns and complaints in a calm and patient manner and resolves issue to the satisfaction of guest or if necessary contacts Supervisor/Manager to assist guest

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:

- High school diploma/GED preferred
- Basic computer skills ideally with a computerized ticketing system
- Previous cash handling and/or retail experience
- Ability to accurately and efficiently deal with large quantities of cash and process credit card transactions
- Excellent customer service and communication skills
- Ability to keep accurate and legible records
- Ability to work flexible hours including nights and weekends and some holidays