



SMG STOCKTON

Job Title: Ticket Seller

Department: Arena Ticket Office

Reporting: Assistant and Ticket Office Manager

Status: Non-Exempt / Part-Time

The Ticket Seller is responsible for selling tickets to the general public from the Arena Ticket Office using Ticketmaster, while also providing general information to guests.

Tasks and Responsibilities:

- ◆ Selling tickets to the general public from the Arena Ticket Office
- ◆ Assist guests at the Ticket Office Will-Call window and resolve all issues/problems
- ◆ Assist with restocking of Ticket Office supplies
- ◆ Follow all operational policies and procedures for Ticket Office operations
- ◆ Other duties as deemed necessary or as directed by a manager.

Qualifications:

- ◆ Must be enthusiastic and guest services oriented
- ◆ Must be computer literate and able to maintain a guest friendly demeanor at all times
- ◆ Experience cash handling and strong math aptitude requires
- ◆ Strong customer service experience, with aptitude to resolve conflicts
- ◆ Proven ability to attend to details
- ◆ Proven job reliability and diligence
- ◆ Must be flexible with working nights, weekends and some holidays
- ◆ Bilingual Spanish/English is a plus

Education and Formal Training:

- ◆ High School Degree or GED

Experience:

- ◆ Customer service experience required
- ◆ Knowledge of computerized ticketing desired but not necessary

TO APPLY:

Applications will be available at the job fair ONLY.

No Phone Calls Please!

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRR Federal Contractor.

Date Opened: 7/22/14

Date Closed: 7/24/14