Ticket Agent Job Description

Description – Ticket Agents are responsible for assisting in the daily operations of the Aces Ballpark Ticket Office. This includes processing ticket requests at walk-up windows and over the phone.

Supervision – The Ticket Sales position is supervised by the Director of Ticket Operations and the Ticket Operations Manager.

General Duties - The following tasks are typical for this position:

1. Perform ticket sales for all ticketed events at Aces Ballpark for current and upcoming events using a computer-based sales system.
2. Answering the telephone, for either ticket sales, or for general inquiries.
3. Assist in the daily operations of the Ticket Office including mailings, filing and other duties as assigned.
4. Help in resolving customer seating issues.
5. Communicate effectively with fellow co-workers and guests.
6. Accept cash and give change with accuracy and efficiency.

General Statement of Responsibilities:

The primary responsibility of this position is to provide guests with a positive initial experience at the Nissan Pavilion. This experience is created by aiding guests with accurate event information and assisting them in purchasing and/or picking up tickets to Nissan Pavilion events. This position is expected to work cohesively with all employees of Nissan Pavilion in maintaining an extreme level of guest service.

Responsibilities:

- Provide all guests a positive first impression of the Nissan Pavilion by offering superior, individualized guest service.
- Accurately operate the Ticketmaster computer ticketing system to sell tickets for Nissan Pavilion events.
- Problem-solve by effectively communicating with guests to locate and deliver will-call/guest list tickets.
- Provide information regarding Nissan Pavilion events and facilities via face-to-face communication and telephone.
- Provide superior customer service to all internal clients.
- Assist with miscellaneous box office projects as directed.

Qualifications:

- Capability of communicating positively with guests to establish their needs efficiently and courteously.
- Skill to handle cash responsibly and accurately
- Ability to develop a growing knowledge of Ticketmaster

To apply, click here to download the Aces Ballpark Employment Packet.