NOW HIRING!!

P/T BOX OFFICE TICKET SELLER

This Box Office Ticket Seller position is a Game Day position, and applicants MUST be available to work ALL 36 CYCLONES HOME HOCKEY GAMES! This season, 23 of those 36 contests will take place on Friday or Saturday nights, or Sunday afternoons, and the Cyclones will also play games on Thanksgiving Eve, Black Friday, two days after Christmas (Dec. 27), and New Year’s Eve. As stated above, applicants must be available to work all 36 home games. Other events throughout the season will be staffed with this position as well.

Essential Duties and Responsibilities: include the following, other duties may be assigned.
- Provides courteous and professional customer service.
- Sells admission tickets from automated ticketing system;
- Accepts payment and makes correct change before giving tickets to the patron;
- Answers questions concerning events, tickets, schedules, and gives information concerning coming attractions;
- Hands out will call tickets after verifying the patrons photo identification;
- Balances cash and receipt drawer with manager at the end of each shift;
- Answers telephone;
- Adheres to all Ticket Seller policies and procedures

Qualifications: to perform this job successfully, an individual must be able to perform each essential duty. Customer service experience is required. The employee should also have the following qualifications:

Experience/Education: Ticketmaster knowledge preferred but not required

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service-
- Responds promptly to customer needs;
- Responds to requests for service and assistance;
- Treats patrons in a kind and courteous manner. Problem Solving-
- Listens to get clarification;
- Identifies and resolves problems in a timely manner.

Professionalism-
- Reacts well under pressure;
- Approaches others in a respectful manner;
- Adapts to changes in the work environment;
- Is consistently at work on time. Organizational Support-
- Follows policies and procedures;
- Follows instructions, responds to management direction.

Other Skills and Abilities:
- Be customer-service oriented, have a fan-friendly attitude and a professional appearance at all times;
- Ability to speak clearly and respectfully to patrons and other employees; Ability to read and comprehend simple instructions, short correspondence, and memos; Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals

Please visit usbankarena.com for an employment application. Please enter Box Office in “Position Desired”