



**Position:** Box Office Attendant

### **Nature of Work**

This is a part-time position that provides ticket sales for concerts, theatre performances, sporting events, trade shows, and other ticketed events held at the Mayo Civic Center. The role of the Box Office is to provide efficient and convenient methods of distributing tickets and event information.

### **Work Schedule**

Hours vary and are scheduled based on event needs.

Mayo Civic Center is currently seeking EVENT staff who will primarily work event shifts during evenings, weekends and holidays. Event shifts are scheduled "as needed" based on event bookings and are approximately 3-8 hours in length.

### **DUTIES AND RESPONSIBILITIES**

*The work below is representative of the scope of work performed within this job classification. Individual job duties will vary based on work assignment.*

- Serve as the first point of contact to welcome all Mayo Civic Center visitors, customers, clients, staff and guests
- Contribute to an exceptional customer service experience for all visitors and guests to the Mayo Civic Center
- Sell tickets to Mayo Civic Center events using the TICKETMASTER ticketing system
- Collect payments by cash, credit cards, or vouchers
- Accurately issue change due, receipts and refunds to maintain a balanced cash drawer
- Reconcile cash drawer against daily sales report at the end of shift
- Provide event information regarding performance times, venue location, ticket pricing and seating layouts
- Explain Box Office policies and resolve routine problems regarding ticket sales
- Answer telephone calls, take accurate messages, and pass them on to the appropriate person in a timely manner
- Act as a "Visitor Center" by providing lodging, food, entertainment and other miscellaneous information to visitors of Rochester
- Perform other duties as assigned or necessary

### **MINIMUM QUALIFICATIONS**

Applicants must:

- Possess a High School diploma or the equivalent (GED)
- Be at least 18 years old
- Experience with computerized ticketing systems preferred
- Have the ability to deal professionally and tactfully with the public
- Have the ability to stay calm and cool in stressful situations of a fast paced working environment

### **ADDITIONAL INFORMATION**

#### **KNOWLEDGE, SKILLS AND ABILITIES**

*Knowledge of:* computerized ticketing systems.

*Skill in:* the use of Microsoft Office software; and in providing excellent customer service.

*Ability to:* correctly count, verify and balance large sums of money; follow verbal and written instructions; communicate effectively verbally and in writing; understand and follow oral and written instructions; and stay calm in pressure situations and multi-task.



**PHYSICAL AND ENVIRONMENTAL CRITERIA**

In compliance with the Americans with Disabilities Act, the following represents the physical and environmental demands for this position. The employee must be able to perform the essential functions with or without accommodation.

Work is primarily done while sitting, with a combination of reaching, handling and fine dexterity also necessary.