POSITION: Ticket Seller
REPORTS TO: Supervisor, Box Office Management
DEPARTMENT: Box Office
FLSA STATUS: Non-Exempt

SUMMARY – Under the supervision of the Box Office Leadership team this position is responsible for providing World Class Customer Service to the guests at the Chesapeake Energy Arena and Cox Convention Center. This is a part-time/temporary position that is usually scheduled to work various hours, including after normal business hours. ****Requires applicant to pass a credit check and criminal background.**

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties and responsibilities may be assigned.

- Arrives for each scheduled shift on time, in uniform and ready to work.
- Welcomes guests to the facility 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.
- Provides tickets to guest and requests guest to review the tickets to ensure the date and time of the event are as requested
- 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.
- Work efficiently in a fast-paced in environment and remain calm under pressure.
- Assist all other departments as needed
- All other duties and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES

This position has minimal supervisory responsibilities. In the event supervisory responsibilities are temporarily assigned to a ticket seller, they must carry out supervisory responsibilities in accordance with SMG's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform essential duties satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

EDUCATION AND/OR EXPERIENCE

- Previous customer service and cash handling experience preferred.
- High School Diploma or Equivalent

COMPUTER SKILLS

- Operate computerized ticketing system using DOS software.
- Operate personal computer using Windows and Microsoft Office software.
- Operate standard office equipment including copier and fax machine.

KNOWLEDGE, SKILLS AND ABILITIES

- Handle multiple tasks simultaneously.
- Work independently, exercising judgment and initiative.
- Previous cash handling and/or retail experience.
- Ability to accurately and efficiently deal with large quantities of cash and process credit card transactions
- Calculate mathematical computations and handle financial transactions rapidly and accurately in a fast paced environment.
- Ability to keep accurate and legible records
- Demonstrate exceptional skills in customer service, communications and problem solving.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Work independently, exercising judgment and initiative.
- Maintain an effective working relationship with clients, co-workers, exhibitors, patrons and others encountered in the course of employment.
- Remain flexible and adjust to situations as they occur.
- Ability to work effectively, independently and in a team environment

PHYSICAL REQUIREMENTS

- Manual dexterity to handle coins, currency and tickets.
- Repetitive motion of the wrists, hands, and fingers.
- Visual acuity to operate the computerized ticketing system.
- Frequent stooping.
- Frequent standing or sitting for long periods of time.
- Occasionally walking long distances and climbing stairs.
- Exerting up to 40 pounds of force occasionally, and /or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

WORKING ENVIRONMENT

- May be exposed to occasional to frequent noise during events
- May be exposed to vibrations during events caused by extreme noise
- May be exposed to strobe lights/lasers during events
- Moderate to extreme exposure to noise during events.
- This position may require working outside with exposure to extreme heat or weather conditions

HOURS OF WORK AND TRAVEL REQUIREMENTS

- Some shifts may be scheduled at off-site events.
- While all employees will be expected to be available for no less than 80% of all events, this does not guarantee any set number of hours. Employees will be expected to meet acceptable attendance standards for those events for which they are scheduled.
- Ability to work irregular hours, including nights, weekends, and holidays.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

TO APPLY:

Submit Resume & Cover Letters to:

Human Resources Coordinator
Chesapeake Energy Arena-Cox Convention Center
One Myriad Gardens
Oklahoma City, Ok. 73102
hrsmg@chesapeakearena.com
Fax (405) 605-8037
Phone (405) 602-8500

Applicants who need a reasonable accommodation to complete the application process may contact (405) 602-8500.

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