



## **City of Phoenix**

# **TICKET SELLER**

**JOB CODE 27400**

Effective Date: Rev. 03/08A

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to sell tickets over the counter, by mail and by telephone reservation for events scheduled at the Phoenix Convention Center and venues. Responsibilities include balancing cash receipts and tickets at the beginning and end of each shift, and working tactfully with the general public in regard to ticket sale difficulties. Duties are performed according to standard ticket handling procedures with supervision available to assist with unusual problems. The incumbent is supervised by the Ticket Services Supervisor or Assistant Ticket Services Supervisor.

### **ESSENTIAL FUNCTIONS:**

- Counts, stores and racks admission tickets according to event, performance date, and facility utilized;
- Sells admission tickets to the general public over the counter, by mail order, and telephone reservation;
- Operates computerized ticketing machines by entering information into a keyboard and loading tickets and replacing ribbons on a ticket printer;
- Balances cash receipts and unsold tickets to ensure ticket accuracy and security;
- Provides information in person or by telephone regarding time schedules, location of events, and various pricing and seating arrangements;
- Explains box office policies, answers questions, and resolves routine problems regarding ticket sales;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

### **Required Knowledge, Skills and Abilities:**

Knowledge of:

- Principles and practices of bookkeeping and payment handling.

Ability to:

- Prepare simple financial records regarding cash receipts and ticket sales.



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- Make arithmetical computations quickly and accurately.
- Communicate in the English language by phone or in person in a one-to-one or group setting.
- Perceive the full range of the color spectrum, such as working with color coded paper.
- Draw rough sketches and use graphic instructions, such as maps, schedules or seating plans.
- Install, replace or adjust ribbons, computer paper or similar objects.
- Prepare bundles of tickets or other material for mailing or delivery.
- Operates a variety of standard office equipment requiring continuous or repetitive arm-hand movements.
- Learn job related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Comprehend and make inferences from written material.
- Understand and follow written and oral instructions.
- Enter data or information into a computer terminal or other keyboard device.
- Remain in a standing or sitting position for extended periods of time.
- Work cooperatively with other City employees and the general public.
- Work safely without presenting a direct threat to self or others.

### **Additional Requirements:**

- Employees in this class work irregular hours, evenings, and weekends.
- Some positions will require the performance of other essential and marginal functions.

### **ACCEPTABLE EXPERIENCE AND TRAINING:**

One year of clerical experience including accounting, bookkeeping or large volume money handling assignments. Other combinations of experience and education that meet the minimum requirements may be substituted.