

# Ticket Taker Job Description

**Location:** Hayden Homes Amphitheater

**Reports to Front of House Manager:** Alice Johnson

**Department:** Front of House

**Shift Approximate Hours/Length:** 6-7 hrs/day

**Pay Rate:** \$18/hr, starting/no experience

## WHO ARE YOU?

Passionate, motivated, and driven with a customer service-oriented spirit. Resourceful, innovative, forward thinking and committed.

## THE ROLE

As a Ticket Taker, you engage with guests to assist with their needs before, during and after the show. Ticket takers offer the best service possible to guests, donors, visiting artists, artist management, patrons, and any other member of the public or administration they may encounter.

## JOB FUNCTIONS

- Greet guests, scan guest tickets upon entry to the venue, answer guest questions accurately, assist guests with locating their seats and examine tickets for entry to various seating areas around the venue during the event.
- Ability to use electronic scanning equipment and understand digital ticketing to offer guests the most efficient ingress possible.
- Assist with keeping the venue safe, clean, and presentable to internal and external guests.
- Resolve guest complaints or challenges in an efficient manner and involve management where appropriate according to company guidelines.
- Help guests with special needs, such as helping with seat accommodations or wheelchair escorts.
- Assist patrons by giving directions places inside or outside the venue.

## JOB REQUIREMENTS

- Ability to perform duties in a professional manner and appearance; ability to make independent and good judgment decisions within proper policy and procedures
- Ability to multi-task within a fast-paced environment
- Action-oriented and results-driven individual
- Ability to work with a diverse group of co-workers and develop strong working relationships across all departments
- Strong interpersonal communication and organizational skills

**PHYSICAL DEMANDS/WORKING ENVIRONMENT**

- Standing and walking in an outdoor environment in all weather conditions
- Must be able to lift up to 25 lbs.
- Moderate to loud noise level in work environment