



Job Title:	Ticket Agent		
Department:	Ticket Office	Reports to:	Director of Ticket Operations
Type:	Seasonal	FLSA Status:	Non-Exempt
Position Type:	Part-time	Pay Type:	\$13 per hour

COMPANY BACKGROUND

The Reno Aces, Triple-A affiliate of the Arizona Diamondbacks is Northern Nevada's premier professional sports organization located at Greater Nevada Field in the heart of downtown Reno. The Reno Aces pride themselves on honesty, opportunity, memories, and energy and are looking to welcome an employee with those values.

POSITION SUMMARY

Ticket Agents are responsible for assisting in the daily operations of the Ticket Office at Greater Nevada Field. This includes ticket sales for Reno Aces games and special events during walk-up and over the phone, assisting customers with digital tickets and their MyTickets account, as well as assisting the operation of the Ticket Office as needed (answering phones, Ticketing System projects, etc.) The position is part-time and seasonal.

ESSENTIAL DUTIES

- Acquire a working knowledge of the ProVenue (also known as Tickets.com or TDC) ticketing system and MyTickets digital ticketing platform
- Sell and process payments for single game tickets (walk-up and over the phone)
- Handle customer related inquires and/or troubleshooting regarding digital tickets and ticket sales
- Maintain superior knowledge of facility services, layout, and policies
- Answer and assist incoming calls regarding ticket sales and other general information
- Perform general office duties as required
- Provide excellent customer service to fans at all times
- Other duties as assigned

QUALIFICATIONS

- Customer service experience (both in person and over the phone)
- Intermediate computer and mobile phone skills/knowledge (digital tickets, emails, accessing online accounts, etc.)
- Intermediate knowledge of digital ticketing – especially with mobile devices
- Cash handling experience (credit cards, mobile payments, etc.)
- **Must** be available nights, weekends, and some holidays
- **Must** be available to work at least 90% of all Reno Aces home games
- Preferred experience in working within a Ticket Office or with a sports team
- Preferred knowledge of Tickets.com (also known as TDC or ProVenue)
- Willing to work independently and with a team as needed
- Creative, energetic, and proactive mentality
- Consistent, punctual, and regular attendance
- Completion of a satisfactory background check

WORK ENVIRONMENT

- Work in fast-paced environment
- Minimal travel required

PHYSICAL REQUIREMENTS

- Must be able to lift and carry up to 30 pounds
 - Must be able to talk, listen, and speak clearly on the phone for several hours a day
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