



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:	Hourly

COMPANY BACKGROUND

The Reno Aces, Triple-A affiliate of the Arizona Diamondbacks, is Northern Nevada's premier professional sports organization deeply rooted in the local community. Located at the base of the Sierra Nevada mountains in the heart of downtown Reno, the Aces boast excellence on and off the field. A two-time Pacific Coast League champion (2012 and 2022), the Aces have reached the post-season in two of the last three seasons, while being supported by an outstanding fan base, enjoying the highest attendance at Greater Nevada Field since 2015.

COMPANY VALUES

HOME means Nevada and the Reno Aces pride themselves on the values of Honesty, Opportunity, Memories, and Energy. We are looking to welcome talented individuals who share the organization's core values and are looking to explore professional growth opportunities in the sports industry.

POSITION SUMMARY

Ticket Agents are responsible for providing exceptional customer service while managing ticket sales and assisting with digital ticketing at Greater Nevada Field for Reno Aces games and Special Events.

ESSENTIAL DUTIES

- Deliver outstanding customer service to fans, ensuring a positive experience
- Process ticket sales and payments in person and over the phone using the ProVenue ticketing system
- Assist fans with MyTickets digital accounts, troubleshoot mobile ticketing issues, and address customer questions promptly and professionally, both indoors and at entry lines.
- Maintain superior knowledge of services, facility layout, and policies to assist guests effectively
- Answer incoming calls to provide ticketing information and other general assistance
- Support the Ticket Office with system-related projects and general administrative tasks as needed
- Handle credit card transactions accurately and efficiently
- Other duties as assigned

COMPENSATION

- \$15/hour

QUALIFICATIONS

- Outgoing, energetic, and proactive personality with a commitment to delivering outstanding customer service
- Intermediate knowledge of computer systems, mobile devices, and digital ticketing platforms.
- Experience with processing payments
- Available to work 90% of all home games, nights, weekends, and some holidays
- Previous work in a Ticket Office and familiarity with ProVenue or Tickets.com platforms is a plus.
- Flexibility to work outdoors in varying weather conditions
- Completion of a satisfactory background check

WORK ENVIRONMENT

- Work in fast-paced environment
- Minimal travel required
- Work in an indoor and outdoor setting

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
 - Stand and walk for extended periods of time, stoop, kneel and crouch
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