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<b>Job Title:</b>	Ticket Agent		
<b>Department:</b>	Ticket Office	<b>Reports to:</b>	Director of Ticket Operations
<b>Type:</b>	Seasonal	<b>FLSA Status:</b>	Non-Exempt
<b>Position Type:</b>	Part-time	<b>Pay Type:</b>	\$12 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 at walk-up windows and over the phone, assisting customers with digital ticketing, as well as assisting in the operation of the Ticket Office (filing, mailings, answering phones, etc.). The position is part-time and seasonal.

#### **ESSENTIAL DUTIES**

- Assist in the daily ticket office operations
- Answer phone calls
- Sell single game tickets to walk-up customers
- Aid customers with all aspects of digital ticketing
- Provide excellent customer service
- Other duties as assigned

#### **QUALIFICATIONS**

- Customer service experience (both in person and over the phone)
- Intermediate computer skills (Word, Excel)
- Intermediate knowledge of digital ticketing – especially with mobile devices
- Cash handling experience
- Must be available nights, weekends, and some holidays
- Creative, energetic, and proactive mentality
- Consistent, punctual, and regular attendance
- Must be able to pass a 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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