



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 2023 National League Champions Arizona Diamondbacks, is Northern Nevada's premier professional sports organization. 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 club set a new franchise record in wins in 2023 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 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 both inside the Ticket Office and outside at the entry lines, 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)
- Assist customers outside in entry lines
- 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

COMPENSATION

- \$14/hour

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)
 - Flexibility to work outdoors in varying weather conditions
 - Willing to work independently and with a team as needed
 - Creative, energetic, and proactive mentality
 - Consistent, punctual, and regular attendance
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- Completion of a satisfactory background check

WORK ENVIRONMENT

- Work in fast-paced environment
- Minimal travel required
- Flexibility Floater, which involves working outdoors in diverse weather conditions to ensure smooth ticketing operations.

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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