Job Description

Date Opened:	November 1, 2013
Date Updated:	January 17, 2019
Title:	Ticket Sales/ Guest Services Associate
Reporting to:	Director of Guest Services
Full/Part time	Part-Time
Exempt/Non-Exempt	Non-Exempt

Description

The Ticket Sales Associate is responsible for maximizing ticket sales and revenue using the ticketing software, in addition to delivering excellent customer service at the ticket counter. As one of the first point-of-contact for Discovery Park of America, it is vital that the Ticket Sales Associate is both energetic and engaging and display a strong sales and service focus during all interactions. The ticket seller is responsible for processing all ticket sales and memberships. This position is also responsible for handling general customer service inquiries regarding policies, events, and pricing.

Duties and Responsibilities

- Greets customers with energy, positivity, and enthusiasm, answering customer questions and directing them all too appropriate locations.
- Clearly demonstrate and communicate a strong knowledge of Discovery Park of America's mission, pricing, policies and procedures, etc.
- Remain highly engaged and deliver exceptional customer service in resolving customer conflicts and complaints.
- Efficiently use the Altru ticketing system to maximize ticket sales.
- Troubleshoot ticketing related issues, including but not limited to, utilizing Discovery Park of America's ticketing sales online.
- Assist in the daily upkeep of the ticket counter as well as the Gift Shop upon closing.
- Handle cash and credit card payments of ticket sales and balance all cash payments nightly.
- Other duties as assigned.
- Duties are subject to change at any time.

Qualifications

- Applicants must be 18+ years of age
- High School diploma (active/graduate)
- Weekends and some evenings are required
- Previous customer service and retail sales experience as well as prior cash handling
- Computerized ticketing experience preferred
- Knowledge, skills, and abilities necessary to perform essential function
- Demonstrate a strong work ethic with an innate sense of urgency and tenacity

- Possess the ability to multitask, problem solve, and learn quickly to efficiently handle and succeed in rapidly changing business conditions
- Job requires employee to function in a fast-paced, high volume environment with large crowds. The employee is regularly required to stand for long periods of time, climb up/down stool steps, stoop, kneel, crouch or sit and must lift and/or move up to 25 pounds.

Key Skill Areas

- Uphold Core Values and Our Mission: Excellence, Performance, and Accountability. These core values set the tone in everything we do, help us succeed, make a difference in the community and provide the best guest experience at Discovery Park of America. It is important that the person in the position commits themselves to these core value and our mission so that we can constantly move forward in the same direction together
- Exceptional communication, interpersonal and organizational skills with focus on delivering exceptional customer service

Additionally, the successful candidate will demonstrate a positive attitude, a willingness to learn, a proven commitment to DPA and a strong desire to succeed.