

JOB DESCRIPTION

Job Title: Ticket Taker

Date Prepared: August 2023

Department: House Staff

Reports To: Entry Supervisor or House Manager

Employment Status: Part-Time, Paid Position

Position Overview:

The VETS is looking for enthusiastic, dynamic ambassadors to join our highly skilled Front of House (FOH) department as Ticket Takers. The ideal candidate will have exceptional customer service skills, be proactive problem solvers and effective communicators. Ticket Takers are responsible for validating Patrons' tickets upon entry to an event, offering venue information and directing Patrons to their sections.

Commitment Requirement:

- Ticket Takers are required to work an average of 60% of the events at VETS.
- You must be willing and able to work for a variety of shows including various types of concerts, children's productions, comedy shows and community events.

Essential Duties and Responsibilities:

- Greet Patrons, scan guest tickets upon entry to the venue, answer guest questions.
- Assist with keeping the venue safe, clean, and presentable to the guest.
- Examine tickets or passes to verify authenticity.
- Answer seat location questions and provide directions to seat locations.
- Guide Patrons to exits or provide other instructions or assistance in case of emergency.
- May assist in verifying staff credentials to generally restricted areas.
- Additional tasks as requested by management.

Skills and Abilities Required:

- You must be 18 years or older.
- You must be a US Citizen, or hold a current work visa, student visa, or green card.
- You must possess good communication and interpersonal skills.
- You must understand and meet the physical requirements of the position. These include but are not limited to climbing up and down stairs, assisting patrons in wheelchairs when needed, standing for long periods of time, and having the ability to work different positions within the theatre.
- Many aspects of the work we do will require a high level of physical activity. These requirements exist specifically for your safety.
- You must have access to and the capability to use a computer or a smartphone. You will register for events online. Without access to a computer, you will not be able to register for events.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.