



Title: Ticket Office Cashier	Team: Ticket Office
Reports to: Retail Director	Status: Seasonal

Summary

Responsible for the smooth and efficient handling of sales at the Ticket Desk as well as providing excellent guest service in line with our values and mission under the direction of the Ticket Office Manager. The Ticket Office Cashier is responsible for the following:

Responsibilities

- Delivers excellent guest service to internal and external customers in line with the organization's mission, culture, and values
- Models appropriate guest and partner interaction at all times
- Performs the opening and closing procedures for the Ticket Office
- Answers guest questions and processes ticket sales and season passes in an accurate and timely manner
- Advises guests of season pass program and makes sales when needed
- Creates season passes and records information accurately
- Performs cashier responsibilities in the Ticket Office
- Maintains a clean and orderly work area
- Performs other duties as assigned by management

Qualifications

- Possess an outgoing, friendly personality and the desire to provide quality service.
- Ability to convey a conservative and professional image to guests.
- Ability to speak effectively in one-on-one and small group situations.
- Ability to read and interpret documents
- No prior experience needed. Must complete company orientation and Point of Sale training before beginning work.
- Must possess good computer skills
- Ability to add, subtract, multiply, and divide. Ability to perform these operations using units of American money.

- Ability to provide a flexible schedule to work nights, weekends, holidays, and special events as needed.
- Required to regularly use hands and fingers. Ability to lift/move up to 15 pounds.
Required to walk, stoop, kneel or crouch frequently