

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Senior Ticket Services Representative	<b>Job Family:</b> 4
<b>General Classification:</b> Front-Line	<b>Job Grade:</b> 1

**Definition:** To perform various ticket office and clerical accounting tasks, serve as cashier, and maintain various statistical and related sales reports; and to assist patrons of the Center for the Performing Arts by providing customer service and response to inquiries.

**Distinguishing Characteristics:** Receives direction from the Performing Arts Assistant, Ticket Services. Exercises technical supervision of hourly ticketing staff and assists in supervising ticket staff during events.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Assist in the supervision, training, and direction of part-time ticket office staff.
2. Assist in managing daily sales activities, customer service issues, and problems.
3. Assist with weekly sales reconciliations and deposits (including cash, check, credit card, and coupon transactions).
4. Assist with tracking and resolving sales and deposit discrepancies.
5. Assist with the supervision of ticket office, including sales, will-call, and customer service, during Center for the Performing Arts events.
6. Assist with the development of ticket office-related policies and procedures.
7. Perform clerical accounting tasks, including receiving moneys and posting, verifying, balancing, and summarizing daily transactions.
8. Assist with compiling weekly deposits.
9. Assist with collecting and compiling ticketing data for future events.
10. Assist in the preparation of detailed sales reports as requested.
11. Assist with running mailing lists.

12. Assist with building events in the ticketing system.
13. Assist with greeting the public by telephone and in person, providing routine information, responding to patron questions, problems, or complaints, investigating complaints regarding ticket sales, and related procedures.
14. Assist with selling tickets by mail, phone, and in person for performances; assign seat locations for theater performances.
15. Perform other related duties as assigned.

**Minimum Qualifications:**

Knowledge of: Ticket office procedures, filing systems, and related office machines and equipment; methods and procedures of receiving and accounting for moneys; Tessitura and ShoWare Ticketing System preferred.

Ability to: Keep accurate financial records; work cooperatively with a team in a fast-paced environment; effectively handle customer services issues and problems; communicate clearly and concisely, both orally and in writing; operate equipment related to area of assignment, including computers; provide assistance with the direction, supervision, and training of part-time and volunteer staff; establish and maintain effective working relationships with those contacted in the course of work; work a flexible schedule, including nights and/or weekends as assigned.

**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

One year of work experience in a ticket office or similar employment experience; experience supervising the work of hourly and volunteer staff is highly desirable, as is experience working with computers; equivalent to the completion of the 12th grade.

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**Working Conditions:** Will be required to work various shifts, including evenings, weekends, and as needed.

Established:

Revised: December 2017

HRD/CLASS SPECS

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