

## Metropolitan Exposition Recreation Commission

**Title:** Ticket Seller  
**Job Code:** 8075/8031  
**Pay Range:** 820  
**FLSA Status:** Non-exempt

**Bargaining Unit:** IATSE Local B20  
**Established:**  
**Revised:**  
**EE Category:** Service/Maintenance

### CLASSIFICATION DESCRIPTION

Sell tickets prior to and during various events at the Portland's Centers the Arts and the Oregon Convention Center.

### SUPERVISION RECEIVED

Supervision is received from the Ticket Services Supervisor

### SUPERVISION EXERCISED

None

### DUTIES AND RESPONSIBILITIES

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks which an employee in this classification may be expected to perform.

1. Sells tickets on computer systems for all events, as well as hard tickets for specific events.
2. Processes mail order reports received at Ticket Center.
3. Racks hard tickets, counts audit stubs, money and coupons.
4. Provides customer service on the phone and over the counter to patrons of facilities, answering questions regarding events and facilities.
5. Balances cash cards, audit stubs and coupons to cash, checks and credit card charges at end of shift.
6. Updates event information books on a daily basis.
7. Performs other related duties as assigned.

### JOB SPECIFICATIONS

#### EDUCATION AND EXPERIENCE

- One year of experience handling money and working with the general public
- High school level math skills; mathematical aptitude for working with numbers
- Any combination of education and experience that provides the necessary knowledge, skills and abilities to perform the classification duties and responsibilities
- Must be available to work days, evenings, weekends and holidays
- Computer experience preferred
- Typing or keyboard experience preferred

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- Positive selling skills and customer service experience preferred
- Banking or retail experience preferred

### **LICENSES**

Possess or have the ability to obtain a CPR/AED certification

### **KNOWLEDGE, SKILL, ABILITY**

- Basic mathematics
- Computers and ability to learn computer ticketing procedures
- Work effectively with the general public
- Understand and comply with Ticket Center policies and procedures
- Become familiar with all seating arrangements and physical layout of all MERC facilities
- Handle money accurately
- Communicate clearly and precisely, both orally and in writing