

## Classification description



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<b>Title:</b>	Expo Ticket Seller	<b>Employee Group:</b>	Non-represented
<b>Job Code:</b>	8031	<b>Established:</b>	November 2013
<b>Pay Range:</b>	120	<b>Revised:</b>	Jan. 13, 2020
<b>FLSA Status:</b>	Non-exempt	<b>EEO Code:</b>	Administrative Support

### DESCRIPTION

Responsible for selling tickets prior to and during various events at the Portland Expo Center.

### DUTIES AND RESPONSIBILITIES

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. Has responsibility for racking hard tickets, counting 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.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits
  - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.

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4. Perform other duties as assigned.

### **JOB SPECIFICATIONS**

#### **Education/Licensing and Experience**

- One year experience handling money and working with the general public, or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- High school level math skills; mathematical aptitude for working with numbers
- Computer experience preferred
- Typing or keyboard experience preferred
- Positive selling skills and customer service experience preferred
- Banking or retail experience preferred
- Possess or have the ability to obtain a Cardio Pulmonary Resuscitation certification

#### **Knowledge, Skill, Abilities**

- 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
- Familiar with all seating arrangements and physical layout of all facilities
- Handle money accurately
- Communicate clearly and precisely, both orally and in writing

#### **SUPERVISION RECEIVED**

This position is supervised by the Ticketing and Parking Supervisor

#### **SUPERVISION EXERCISED**

None. May provide guidance and coaching to new or less experienced employees.

#### **TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

Standard office equipment is used

#### **WORK ENVIRONMENT**

Must be available to work days, evenings, weekends and holidays

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*