



Ticket Agent Job Description

Ticket Agents work in the main ticket office with others, as well as independently at outlet locations. The agents work in cooperation with the Leshler Center's house managers, theater technicians, volunteer ushers, and other staff to ensure that events run smoothly. Duties and responsibilities include, but are not limited to:

- Greeting all guests upon entrance with a smile.
- Using specialized computer software to sell tickets by telephone and in person to events at the Leshler Center for the Arts and to shows at different venues.
- Assisting patrons with filling out their season ticket brochures.
- Addressing questions, including directions to and around the center, and relaying accurate performance information.
- Acting upon all comments/complaints in a prompt and friendly manner.

Those hired for this position must be:

Courteous – Naturally enjoy dealing with people and do so in a manner that will make the patron feel sincerely appreciated.

Responsible – Report to their scheduled shifts consistently. Repeated missed shifts will result in immediate dismissal. Additionally, due to the large amounts of cash that are handled, ticket agents must be trustworthy; discrepancies in reporting at the end of a shift can lead to immediate termination of employment.

Self-Motivated – Have the ability to see when there is a need and act accordingly. Offer assistance to any guests who appear to need help. Think on their feet and, in effect, manage themselves.

Knowledgeable – Know the Leshler Center (its programming, mission and layout) and furnish guests with the information they need to give them a positive experience.

Hours and Scheduling

Typical schedules include a 6, 6.5, 7.5, or 8.5-hour shift Tuesday through Sunday. There are a few Monday shifts that are required. We expect ticket agents to begin work at their scheduled time, equipment turned on and phones logged in; please plan accordingly. Weekly schedules are issued approximately 3 to 4 weeks in advance and shift availability varies based on the performance calendar. Failure to show up to work once will result in a written warning; any additional unexcused absence will result in immediate dismissal.

Requesting Time Off

A calendar listing dates by which time off requests must be submitted will be issued on the first day of employment. This calendar is also posted in the ticket office. Requests for time off are requests only and are not guaranteed.

Dress Code

Ticket agents may wear jeans, corduroys, or khaki pants as well as Capri pants and knee-length skirts. Shorts are not permitted at any time. The Leshler Center provides burgundy polo shirts and a badge, both of which must be worn at all times. Men must tuck their shirt in and wear a belt. Closed-toe shoes are required.

HOURLY RATE: Starting at \$10.00

FINAL FILING DATE: Continuous recruiting until all positions filled

TO APPLY: Complete a City of Walnut Creek Temporary Position Application, found [here](#).