## ASCRIPT

## **Ticket Office Representative – Part Time**

The Oakland Athletics are currently seeking a Ticket Office Representative for the 2016 season. This part-time, hourly position will report directly to the Ticket Services Manager and the Box Office Coordinator.

**Duties/Expectations:**

* Provide superior face-to-face customer service to Oakland A’s ticket holders at the Ticket Services Office, A’s Box Offices, and throughout the stadium on game day.
* Learn, and maintain proficiency on the ProVenue ticketing system. Required duties include selling tickets and parking passes, processing ticket exchanges, and troubleshooting all ticket orders as needed.
* Answer incoming phone calls as needed on both game day and non-game day in a professional and polite manner with the ability to answer all ticket and fan related questions.
* Work with, and maintain season, group, and individual ticket accounts for the Oakland A’s.
* Develop proficiency with, and be able to explain all digital ticketing initiatives, including My A’s Tickets and MLB.com Ballpark app.
* Have complete knowledge and understanding of the Oakland A’s organization and ticketing policies in order to provide outstanding customer service to all patrons.
* Demonstrate a complete understanding of the O.com Coliseum seating configuration, pricing structure, amenities, and fan policies in order to service all patron needs.
* Represent the organization in a professional manner, consistent with company philosophies and culture.
* Other duties as assigned.

**Qualifications:**

* Excellent verbal communication and interpersonal skills; previous customer service experience a plus.
* Strong organizational skills and attention to detail
* Ability to perform in a fast paced environment
* Candidates must be enthusiastic with a strong work ethic and desire to work in sports
* Demonstrated computer proficiency, previous Ticketing experience a plus.
* Previous experience with cash handling and verifying bank at beginning and end of shift
* Ability to work flexible hours, including nights, weekends and holidays

Anyone interested in applying for this position must submit a cover letter and resume to Ticket Services Manager, 7000 Coliseum Way, Oakland, CA 94621, or by email tickets@athletics.com. **No phone calls please**

*The Oakland A’s are an Equal Opportunity Employer.*