



Job Title: Ticket Operations Coordinator
Department: Ticket Services
Reports To: Ticket Operations Manager
Status: Seasonal/Part-Time/Hourly, Non-Exempt

POSITION SUMMARY:

This position is responsible for the coordination of daily box office procedures and personnel with the aim of maximizing customer service and ticket sales revenues. This position will actively promote high standards of customer care in all sales operations, and motivate, coach and train staff to achieve objectives together with product knowledge and job expertise.

JOB RESPONSIBILITIES:

- Assists Ticket Operations Manager with coordination of box office activities during all Giants home games
- Perform a variety of administrative, customer service and accounting functions to assist in the day-to-day management and operations of the box office
- Contribute to the box office operations for non-baseball events at AT&T Park
- Process all ticket sales in box office including cash handling and accounts management
- Demonstrate excellent customer service skills, respond to customer needs and address any box office complaints that may arise
- Ensure accuracy of transactions and compliance with policies and procedures
- Help manage the ticket system manifest to ensure that the optimum number of tickets are available for sale, checking holds and reservations on a regular basis
- Meet the public and effectively resolve queries and problems
- Report on box office operational-related issues and recommend improvements in customer service standards in conjunction with the ticket services department
- Assist with the reconciliation process of the box office vault; count and verify the opening and closing numbers in accordance with box office policies
- Assist in ad-hoc projects and other duties as assigned

SKILLS AND QUALIFICATIONS

- 2-4 years of box office experience
- Cash Handling experience
- Experience with ticketing systems, preferably ProVenue
- Proficient in Microsoft Office with emphasis on Word, Excel, and PowerPoint
- Establish positive professional relationships with Giants staff and fans
- Exceptional interpersonal and communication skills and adhere to highest ethical standards
- Must be reliable and timely
- Goal oriented, self-starter with strong work ethic and ability to manage multiple projects in a fast paced and time sensitive environment
- Flexibility to work non-traditional hours and at times in non-traditional settings

Please submit resume and cover letter to resumes@sfgiants.com and refer to "PTS55402-Ticket Operations Coordinator" in the subject field.