

FLINT CULTURAL CENTER CORPORATION

601E. Second Street

Flint, MI 48503

Job Posting

Job Title: Ticket Center Representative

Location: The Whiting

Reports To: Guest Services Manager

FLSA Status: Non - Exempt

This is a part time position. Mostly working weekends and evenings--as needed—approximately 10 to 20 hours a week.

**Job
Description
and
Qualifications:**

GENERAL DESCRIPTION

Accurately sell tickets to customers at the ticket window, process mail and fax orders and answer telephone inquiries in a team environment.

RESPONSIBILITIES

- Greet customers with a pleasant welcome and offer assistance.
- Assist patrons with any questions or concerns regarding tickets to events, Whiting Auditorium and the Flint Cultural Center Corporation.
- Sell the requested tickets according to established policies and procedures.
- Assure each guest that they have purchased the quantity of tickets that they desired in their desired location or in the best available seats at the time of their order.
- Assume responsibility for money, unused and voided tickets and the reconciliation of cash and sold tickets on the User Drawer reports, as well as any shortages incurred while on duty.
- Keep a steady movement of customers at the ticket windows.
- Provide information and assistance to customers who have telephoned the ticket office.
- Utilize Cultural Center wide promotional materials and memos to ascertain an awareness of other institutions in the Flint Cultural Center Corporation and the programs offered by them.
- Answer the main line of the Flint Cultural Center Corporation and direct the incoming calls appropriately.
- Arrive on time and ready to work for scheduled shifts.
- Maintain a neat appearance and wear the appropriate style of dress.
- Maintain and update accurate constituent records.
- Assist in special projects including data entry, filing, bulk and general mailings, as requested.
- Act as general reception for the Whiting Auditorium.
- Mandatory attendance at Ticket Center Team meetings and workshops.

QUALIFICATIONS/SKILLS REQUIRED

1. Accurate typing skills and attention to detail.
2. Proficiency at providing client and customer service and satisfaction.
3. Strong verbal and written communication skills.
4. Strong mathematical skills.
5. Ability to work independently or with a team to achieve goals.

EDUCATION AND/OR EXPERIENCE

1. Knowledge of computerized ticketing systems and box office ticket operations preferred.
2. Knowledge of ticket selling policies and procedures, preferred.

Apply To: Email Resume to hr@fcccorp.org OR mail resume including references to:
Flint Cultural Center Corporation
Attention: Human Resources
601 E. Second Street, Flint, MI 48503

Date Posted: 3.8.17 **Posting will remain active until filled**

The Flint Cultural Center Corporation is an Equal Opportunity Employer