



INDIANA STATE
FAIRGROUNDS
& EVENT CENTER

Job Posting

Title: Box Office Ticket Taker (part-time)

*For more information on this part-time position, please contact Human Resources at employment@indianastatefair.com. To apply for this position, please visit <https://www.indianastatefair.com/p/about/employment1>, and send the posted application and your resume to the email address above. Thank you for your interest.

Position Summary

The ticket taker position is responsible for properly scanning/stubbing guests' tickets as they enter the one of our event venues. The ticket taker will be the initial interaction our guests have at our facility, and must provide excellent customer service and exceed our guests' expectations. The ticket taker must properly direct guests to their seats and to other services around the facilities.

Essential Functions and Responsibilities

1. Greet and interact with all guests in a welcoming and friendly manner.
2. Scan/stub guest tickets; ensure that guests have proper ticket for the event, as directed by hand-held scanner. Stamp or mark guest's ticket and/or hand for re-entry.
3. Answer guest questions with regard to event and facility, e.g. location of a particular section, restrooms, concession stands, first-aid, etc. Have a thorough knowledge of facility and of the particular event details.
4. Handle complaints, disturbances or related problems with guests. Forward complaints to supervisor as applicable.
5. Ensure guests are following all policies and code of conduct requirements. Inspect assigned work area prior to and during event for safety hazards, facility issues, housekeeping needs, personal injuries, etc. Report issues to supervisor.
6. Properly audit scanner and turnstile upon completion of event ingress, when necessary.

Skill Requirements

1. **Excellent interpersonal communication skills:** Able to relate effectively to a wide range of people, personalities and demographics; is able to "connect" on a professional level with others in a variety of circumstances so that others are comfortable.
2. **Maintain high customer focus:** Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
3. **Accuracy:** Able to perform work and job function with precision and accuracy; Realizes errors can have significant impact on desired results and is able to avoid errors in almost all circumstances.
4. **Pays close attention to detail:** Able to follow detailed procedures and ensures accuracy in documentation and data; carefully monitors processes; concentrates on details and organizes and maintains a system of records.

5. **High energy level:** Able to respond well to demands on time and generally works at a brisk pace while not compromising quality of work; good time utilization and a capacity for a fast-paced environment.
6. **Strong understanding of policies and procedures:** Able to act in accordance with established guidelines; communicates and enforces organizational policies and procedures.

Educational/Experience Requirements

- High school diploma or GED equivalent required.
- Experience with ticket taking/scanning preferred, but not required.

Job Complexity

Work requires performance of a variety of operations of a recurring nature.

Supervisory Responsibilities

None.

Supervision Received

This position will receive routine supervision from the Box Office Manager who will occasionally review work to ensure completion. Work is performed under general guidelines, procedures and rules.

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