**ABOUT THIS POSITION**

This position is responsible for selling tickets over the counter, by mail, and by telephone reservation for events scheduled at the Phoenix Convention Center, Symphony Hall or Orpheum Theatre. Duties include following established policies; balancing cash receipts and tickets; selling tickets using the Ticketmaster computerized ticketing system; providing a high level of customer service; and tactfully resolving ticketing difficulties with customers.

**RECRUITMENT DATES**

Recruitment may close when we have received a sufficient number of qualified applications.

**SALARY**

$12.86 hourly – no benefits.

**JOB REQUIREMENTS**

* One year of clerical experience including accounting, bookkeeping, or large volume money handling assignments.
* An equivalent combination of relevant experience and education may be considered.
* **Working irregular hours, shifts, weekends, holidays, and evenings will be required.**
* **Work schedules are based on event activity and could vary from 0 – 32 hours per week.**

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**PREFERRED QUALIFICATIONS** – The job requirements listed above, plus:

* Experience with high volume transactions at a convention center/concert/theater/sports venue.
* Customer service experience with automated or computerized ticketing systems.
* Ticketmaster system experience.
* Strong customer service background.
* Bilingual skills.

**HOW TO APPLY**

Apply online by completing the required information and attaching your cover letter and resume. Please include your experience as it relates to the qualifications stated above.

YOUR COVER LETTER AND RESUME, PLUS ANY OTHER REQUESTED MATERIAL, MUST BE IN ONE ATTACHMENT. Only online applications are accepted for this position. The results of the resume screening process will be sent to your primary email address.

**WHAT YOU NEED TO KNOW**

* For other important information related to employment with the City of Phoenix, please visit: www.phoenix.gov/jobs/info.pdf
* If you need assistance applying for this job, please contact our HR Center at (602) 262-6277.

# REFERENCE

Ticket Seller, Job Code #27400, ID #6893, 07-16-12, TD

City of Phoenix employees demonstrate continuous effort to improve operations, decrease turnaround time, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

**City of Phoenix   
Vision & Values**

We are dedicated to serving our customers. We value and respect diversity.  
We work as a team. We each do all we can.  
We learn, change & improve. We focus on results.  
We work with integrity. We make Phoenix better!