

Title: Ticket Seller

Job Code: 3000/4008

Pay Range: 302/405

FLSA Status: Non-Exempt

Employee Group: LIUNA 483

Established:

Revised: 12/2005; 9/2009; 12/2014

EEO Category: Administrative Support

CLASSIFICATION DESCRIPTION

Responsible for a variety of cashier and admissions duties involved with selling and collecting tickets at the front entrance gate and at the main zoo railway station during hours that the zoo facilities are open to the public.

DUTIES AND RESPONSIBILITIES

1. Sells admission tickets and other zoo products and services to zoo visitors at the entrance gates. Operates cash registers, credit card terminals and concert ticket terminals to accomplish this.
2. Sells zoo railway tickets to zoo visitors at the railway station using cash registers and credit card terminals. Collects tickets from passengers.
3. Provides directions and information about zoo exhibits and facilities to visitors, both face to face and over the phone.
4. Makes periodic announcements to the public over zoo public address systems.
5. Assists the Admissions Lead as needed with mailings in the reception area.
6. Provides back up coverage for the telephone switchboard; typically operates switchboard for short periods in order to provide rest and lunch breaks for the Admissions Lead.
7. Processes ticket revenue collected according to zoo procedure at end of shift.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection

- Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
 4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- High School diploma, GED or sufficient education to demonstrate the ability to read instructions and to perform routine arithmetic computations and tabulations with accuracy
- Paid work experience in cashiering
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities

Knowledge, Skills and Abilities:

- Perform all position essential duties and responsibilities
- Fulfill Metro’s core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro’s visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate

Additional Requirements:

- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Supervision is received from supervisor/manager

SUPERVISION EXERCISED

None

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Cash registers, credit card terminals, laptops, phones and scanners

WORK ENVIRONMENT

Work is performed in an office setting, ticket booth or outdoors

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.