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# Example of Ticket Agent Job Description

Our company is hiring for a ticket agent. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for ticket agent

* Inform management and other appropriate staff of any deviations through incident reports
* Provide assistance to passengers who require commercial services at the airport
* Interface with all levels of staff, management and airport personnel
* Ensure compliance of passenger security clearances
* Coordinate with other airlines in the event of delays to assist with passenger and baggage transfer and processing
* Follow security directives for passenger processing and airport facilities
* Process lost and damaged baggage claims and store or appropriately dispose of abandoned articles
* Coordinate the distribution of “North Slope Handover notes” to designated passengers
* Maintain a clean and professional airport office and ticket counter area
* Medivac - Ensure equipment is properly stored and transported back to the slope

## Qualifications for ticket agent

* A High School Diploma or equivalent GED certificate is required
* Ability to perform in a fast paced environment, to multi-task and to troubleshoot guests problems while being friendly and outgoing
* Monitor for irregular ticket booking behavior
* Forward ticket request and confirmation information to the appropriate box office
* Facilitate internal group requests with partner box office
* Update the C-Ticket site for the employee complimentary tickets used in the Resident Shows Division