Example of Ticket Agent Job Description

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Our innovative and growing company is hiring for a ticket agent. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for ticket agent

- All other duties as assigned by the Ticketing Supervisor and the Ticket Operations Manager
- To sell show/dinner tickets, print reservations and assist supervisor in loading shows
- To make sure all problems are solved in a quick and professional manner
- To assist in the direction of guests to various locations and aid casino personnel with VIP guests
- Responsible for packing various types of tickets into envelopes ready for dispatch (can be paper, plastic cards or fabric wristbands)
- Utilizing different types of envelope/stationery based on ticket types and dispatch timeframes
- Visually checking customer's order details and allocating correct tickets to each envelope
- Ensure all relevant inserts are added accurately to each order
- Recording ticket numbers when required, for allocation sheets
- Matching customer address labels to the correct orders and attaching these to envelopes

Qualifications for ticket agent

- Ability to sit up to 90% of the workday
- Excellent communication skills in relation to telephone etiquette - required
- Strong guest service and communication skills - required
- Comfortable multi tasking in a fast-paced environment - required