



Guest Services Representative - PT

Department: 1157

FLSA Status: Non-Exempt

Amount of Travel Required: None

Schedule: Variable – Availability to work nights and weekends

Job Status: part time

Reports To: Guest Services Manager

Job Type: Regular

Positions Supervised: None

POSITION SUMMARY

The primary responsibility of this position is to provide all guests with a positive initial experience at the Clay Center. This experience is created by providing guests with accurate event information, assisting them in purchasing and/or picking up tickets to Clay Center events as well as daily museum admission. This position interacts with a variety of constituents and works with all other staff of the Clay Center & WV Symphony Orchestra to maintain a high level of guest service. Employee must exercise some independent judgment and initiative.

Essential Functions Statement(s)

1. Provide superior customer service to all internal clients and employees
2. Accurately operate the Patron Edge ticketing system to process phone, window and internet ticket transactions for Clay Center, WV Symphony Orchestra and rental events.
3. Assist guests at the ticketing desk and by telephone with general information for Clay Center and
4. WVSO upcoming events.
5. Check in groups, tours and birthday parties according to established procedures as needed.
6. Distribute will-call and other performance tickets.
7. Maintain a cash drawer.
8. Assist in the running of CPT shows. Both taking tickets and starting shows.
9. Provide effective customer service and efficient, proactive solutions for customers' needs.
10. The essential functions of individual Guest Service Representatives within the Box Office may differ. Position may require individual employees to perform job-related tasks other than those specifically presented in this job description.

SKILLS & ABILITIES

Education: High School Graduate or General Education Degree (GED)

Experience: One to two years related experience

Computer Skills: MS Office, internet and email proficiency

Other Requirements: Ability to articulate well and communicate positively with guests to establish their needs efficiently and courteously. Skill to handle cash responsibly and accurately. Working knowledge of basic operational, technical, or office processes, including fundamental computer skills such as excel, word and database entry. Knowledge of simple clerical procedures such as information compilation and filing. Ability to develop a growing knowledge of computerized ticketing software Patron Edge. Flexibility to work evenings and weekends. Attention to detail.

POSITION QUALIFICATIONS

Competency Statement(s)

Accountability - Ability to accept responsibility and account for his/her actions.

Customer Oriented - Ability to take care of the customers' needs while following company procedures.

Energetic - Ability to work at a sustained pace and produce quality work.

Enthusiastic - Ability to bring energy to the performance of a task.

Ethical - Ability to demonstrate conduct conforming to a set of values and accepted standards.

Friendly - Ability to exhibit a cheerful demeanor toward others.

Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.

Loyal - The trait of feeling a duty to the employer.

Reliability - The trait of being dependable and trustworthy.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.

O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

		Lift/Carry	
Stand	F	10 lbs or less	F
Walk	F	11-20 lbs	O
Sit	O	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	O
Grasp	O	Over 100 lbs	N
Reach Outward	O		
Reach Above Shoulder	O		
Speak	F	Push/Pull	
Climb	O	12 lbs or less	F
Crawl	N	13-25 lbs	O
Squat or Kneel	O	26-40 lbs	O
Bend	O	41-100 lbs	O

WORK ENVIRONMENT

Indoors-Climate Controlled

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Employee Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.