

# Box Office

## **Duties and Responsibilities Summary:**

Responsible for selling individual tickets and providing quality customer service

## **Primary Responsibilities:**

- Sell single game tickets to customers, over the phone and at the box office window
- Handle cash and credit transactions
- Set up and tear down of will call table
- Answer incoming phone calls
- Provide excellent customer service, problem solving and communication skills
- Troubleshoot ticketing issues and answer questions about the USPBL and Jimmy John's Field
- Identify fraudulent tickets
- Become familiar with ballpark seating layouts to be able to direct guests
- Answer various questions
- Ensure all patrons needs are met
- Your supervisor may assign other duties at any time

## **Shift Times:**

Night Games – 7:05 pm start time; gates open at 6 pm; shift starts at 5:30 pm

Day Games – 1:05 pm start time; gates open at 12 pm; shift starts at 11:30 am

Double Headers – 5:30 pm start time; gates open at 4:30 pm; shift starts at 4 pm

Non Game Days – 10:00 am – 5:00 pm