

Box Office Sales Associate - Job Description

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.
- Proactively upsell premium seating options to customers, enhancing their experience while maximizing revenue for the organization.
- Cold call single-game ticket buyers to encourage attendance at additional games, fostering customer loyalty and driving ticket sales.
- Handle cash and credit card transactions.
- Complete a sales training program under the guidance of the Box Office Manager to develop in-depth knowledge of ticketing processes, sales techniques, and customer service standards.
- Answer incoming phone calls.
- Provide excellent customer service, problem solving and communication skills.
- Troubleshoot ticketing issues and answer questions about the USPBL and UWM Field.
- Identify fraudulent tickets.
- Become familiar with ballpark seating layouts to be able to direct guests.
- Ensure all patrons' needs are met.
- Your supervisor may assign other duties at any time.

Shift Times

Game Days:

- Night Games – 7:05 pm start time; gates open 6:00 pm; shift starts at 5:30 pm.
- Day Games – 1:05 pm start time; gates open 12:00 pm; shift starts at 11:30 am.
- Double Headers – 5:00 pm start time; gates open 4:00 pm; shift starts at 3:30 pm.

Non-Game Days:

- 10:00 am – 5:00 pm