

## **USHER AND TICKET TAKER**

### **GENERAL**

- Work location: 3800 Mill Road, Paso Robles, CA
- Department: Event Staff
- Part-time position, non-exempt status
- Hourly rate
- The Usher and Ticket Taker reports to the Event Staff Supervisor

### **JOB SUMMARY**

Provide the highest level of guest assistance at entry of VRA and/or in the seating areas to create a safe, secure and professional environment.

### **ESSENTIAL FUNCTIONS OF THE JOB**

- Communicates pleasantly and courteously with guests, management and co-workers
- Greet guest upon arrival to venue
- Examine tickets or passes to verify authenticity
- Allow or disallow access into the seating area based on tickets or credentials
- Help guests locate their seats and report to supervisor any ticketing situations
- Provide guest with directions or other venue information
- Provide assistance with guests' special needs such as helping those with wheelchairs
- Guide guest to exits or provide other instructions and assistance in case of emergency
- Resolve complaints in a prompt and friendly manner, ensuring guests satisfaction and referring more complex problems or customer service issues to appropriate managers
- Be flexible with adjustments to duties and assignments on a shift by shift basis

### **REQUIREMENTS**

- 18 years of age or older
- Adhere to guest safety guidelines.
- Ability to multitask in a fast-paced environment
- Ability to work with people effectively as well as understand and execute instructions
- Adhere to VRA uniform and appearance policy along with work and break schedules
- Must be available to work weekends, weekdays, nights, and holidays
- Communicates well in an English-speaking environment
- Must be friendly, reliable and work as a team member

**PHYSICAL REQUIREMENTS**

- Ability to stand and walk continuously for the duration of the shift
- Ability to perform duties in a variety of outdoor weather conditions including sun, extreme heat, cold and rain
- Ability to climb stairs and ladders, bend at the waist and knees, as well as lift and move items up to 40 pounds
- Ability to bend, stoop, kneel, crouch, squat, climb and twist
- Ability to navigate a variety of ground surfaces and areas, including asphalt, concrete, grass, stairs, hills and ramps
- Ability to work in a variety of environments including but not limited to heights, low light visibility, around crowds, loud noise, flashing lights

**EXPERIENCE & SKILLS**

- Previous experience in customer service preferred, not required