

PART-TIME TICKET AGENT

GENERAL CLERK I

(Non-Exempt)

JOB SUMMARY: Ticket Agents are the first point-of-contact for regular guests wishing to seek entry to the Oklahoma Aquarium. This is a part-time, hourly position with hours that may vary and include weekend shifts. This position reports to the Guest Services Supervisor.

MAJOR RESPONSIBILITIES/ACTIVITIES:

- Proficiency in cash handling.
- Ability to handle high levels of point-of-sale processing.
- Must be energetic, courteous and professional.
- Knowledgeable regarding all aquarium attractions.
- Ability to retain information on all promotions, events, and discounts that affect ticketing prices.

ADDITIONAL RESPONSIBILITIES/ACTIVITIES:

- Possess excellent verbal and written communication skills which demonstrate professionalism and customer service.
- Familiarity and competency using computers and sales related software.
- Ability to work non-standard days and hours.
- Demonstrate professionalism at all times.
- Other job duties as assigned.

MINIMUM AND PREFERRED REQUIREMENTS:

- High School diploma or GED, required.
- Working knowledge of point-of-sale and cash handling systems
- Ability to make change and complete a cash transaction.

WORKING ENVIRONMENT

The duties of the Ticket Agent will be performed in a climate-controlled environment inside the Oklahoma Aquarium. Work environment is team oriented, having variable tasks, pace and pressure.

Physical: Primary functions require sufficient physical ability to work in an event center setting. Continuous sitting, walking and standing, with upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls, and equipment; pinch grasp to manipulate writing utensils. Frequent side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at waist. Frequent squatting, kneeling, and reaching above and at shoulder height; moderate grasp to manipulate reference books and manuals. Occasional lifting of up to 15 pounds.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing: Hear in the normal audio range with or without correction.