Vacancy Announcement #01-19
Ticket Seller-Casual (ESA)
Casual Definition - On call employee used on an as-needed basis

SALARY: NEGOTIABLE   **DC Residents Preferred**

EVENTS DC

Engage, Excite, Entertain.

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

SUMMARY DESCRIPTION
The primary responsibility of this position is to provide guests with a positive initial experience for the Sports and Entertainment Division of Events DC. This experience is created by aiding guests with accurate event information and assisting them in purchasing and/or picking up tickets to Events DC events. This position is expected to work cohesively with all employees of the Sports and Entertainment Division of Events DC while maintaining an extreme level of guest service. This position would be a casual employee of Events DC, on an as needed basis.

ESSENTIAL FUNCTIONS AND DUTIES
- Provide all guests a positive first impression of the Events DC by offering superior, individualized guest service.
- Accurately operate the Ticketmaster computer ticketing system to sell tickets for Events DC events.
- Problem-solve by effectively communicating with guests to locate and deliver will-call/guest list tickets.
- Provide information regarding Events DC events and facilities via face-to-face communication and telephone.
- Provide superior customer service to all internal clients.
- Assist with miscellaneous box office projects as directed.

SKILLS, KNOWLEDGE AND ABILIITIES
- Must have the ability to work in a fast-paced and dynamic environment
- Must have the ability to work nights and weekends

- Must possess excellent oral and written communication skills

ADA ESSENTIAL FUNCTIONS
- Ability to read and write instructions, directions, letters, memos, and other items as needed
- Ability to converse orally and utilize standard telephones and two-way radios to receive and communicate information to staff and customers
- Ability to walk extended distances, climb stairs and work efficiently outdoors in potentially inclement weather

CORE COMPETENCIES (OPERATIONS LINE STAFF)
- Job Knowledge and Technical Expertise
- Oral & Written Communication
- Workplace Safety
- Organizational Awareness
- Initiative

MINIMUM QUALIFICATIONS
- Skill to handle cash responsibly and accurately

DESIRABLE QUALIFICATIONS
- Ability to develop a growing knowledge of Ticketmaster and other ticketing platforms, including but not limited to Ticketfly, Ticketsocket, etc.

REQUIREMENT
- All positions require candidates to successfully complete our background screening process.

In an effort to protect our environment from paper waste all candidates must apply on-line on our website:
http://careers.wcsa.com/employment/application.aspx

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW
Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

Washington Convention & Sports Authority T/A Events DC
Human Resources Department
801 Mount Vernon Place, NW
Washington, DC 20001