



Box Office Sales Associate

Job Type: Part time
Salary: \$10.00 - \$15.00/hr
Work Location: Kentucky Exposition Center, 937 Philips Lane, Louisville. KY 40209

Organizational Summary:

The Kentucky Exposition Center (KEC) and the Kentucky International Convention Center (KICC), collectively known as Kentucky Venues (KV), are committed to producing shows of public importance and supporting local, regional and international clients to execute successful and impactful events. KEC offers 1.2 million square feet of contiguous indoor exhibit space, 54 adaptable meeting rooms, two arenas and 300 acres of outdoor exhibit space, and KICC yields a multitude of eco-conscious designs, modern pre-function spaces featuring glass facades overlooking the cityscape and 200,000 square feet of Class A exhibit space. Kentucky Venues is governed by the Kentucky State Fair Board.

Employee Benefits:

Kentucky Venues offers extremely competitive benefits for eligible employees including: health, dental, vision and life insurance, paid personal and sick leave, pension and supplemental retirement, free parking, EAP and employee discounts.

Position Summary:

The Box Office Sales Associate is responsible to sell computerized tickets and execute remote ticket sales for KEC events.

Essential Functions (must be able to execute with/without reasonable accommodation):

- Sells tickets and season subscriptions in-person at box office window and over the phone
- Calculates and collect fees due and guide patrons in ticket purchases
- Processes and verify credit card purchases
- Addresses ticketing issues, including lost, stolen, or damaged tickets with a service-minded and solution-driven approach
- Monitors, processes, and distributes, via mail, advanced ticket orders
- Answers box office telephone and responds to customer questions regarding events and ticket operations and assists patrons to locate seats on event diagrams
- Operate ticketing system
- Remains current and studied on events scheduled at KEC
- Adheres to and exemplifies Venue Values and service expectations
- Maintains a professional and approachable demeanor and addresses inquiries and concerns graciously and with a sense of urgency
- Performs relative duties and manages other responsibilities as assigned

Physical and Mental Demands (must be able to execute with/without reasonable accommodation):

- Often remains stationary within a workstation, operating a computer and a multi-line phone
- Ability to stand and move around the office and theatre for extended periods of time as needed
- Consistently communicates and interacts in-person and via phone and email
- Occasionally traverses facility space, including stairs, ramps, escalators/elevators and heavily-occupied spaces
- Regularly bends, stretches and otherwise moves to perform duties
- Consistently uses near/far/peripheral vision, and hearing to provide customer service
- Consistently functions effectively in moderate/high-pressure environment, according to a stringent schedule

Work Environment and Hours of Work:

- Varied work hours including days, evenings, late nights, early mornings, weekends and holidays, dependent on event scheduling/occasionally works longer than an 8 hour day
- Regular exposure to hot/cold/humid climates and elements including livestock, hay, dirt/dust, and exhaust fumes

Educational, Experience and Other Requirements:

- One year of customer service, ticket sales, and/or clerical experience
- Experience working with large cash volume and/or computerized ticketing preferred
- Must be able to accurately calculate fees and return change to perform cash transactions
- High school degree or equivalent
- Must be at least 18 years of age and authorized to work in the United States
- Must have access to reliable transportation for transport to work location on time for scheduled hours
- May be required to submit to a background check

Desired Knowledge, Skills and Abilities:

- Conduct self in a professional and composed manner
- Actively listen – give full attention, understand what is being said and ask clarifying questions
- Understand spoken and written English and convey clear and concise messages, verbally and in writing
- Work collectively as a team member and complete tasks individually
- Function effectively in moderate/high-pressure situations

To Apply:

Complete an application at kyvenues.com/apply.

Kentucky Venues is an equal opportunity employer. Kentucky Venues does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity or expression, ancestry, age, pregnancy or related medical condition, marital or familial status, disability, veteran status, political affiliation, or genetic information in accordance with state and federal laws.