



We invite applications for the position of:  
**SENIOR TICKET SERVICES REPRESENTATIVE**  
**(PART-TIME 0.50 FTE)**

\$22,552 to \$27,417 Annually  
Plus a comprehensive benefits package\*

### Why Consider Working for the City of Mountain View?

It's simple. You'll be joining a team of talented professionals in a dynamic work environment dedicated to serving the Mountain View community. When you become part of the City of Mountain View family, you will work alongside a team of dedicated, creative and highly motivated professionals, who on a daily basis contribute their talents and commitment in providing essential public services to our residents and businesses. Here is an outstanding opportunity to join a great organization and contribute your talents and energies.

### About Our Team

You will be joining a passionate team of professionals in a collaborative work environment dedicated to serving the community. Our work has a direct impact on community residents and theater-goers of all ages. This part-time position (20 hours/week; varying shifts including evenings and weekends as needed) provides customer service at the Mountain View Center for Performing Arts ticket office and assists with tracking and managing daily ticket sales and activity. The detailed job description for Senior Ticket Services Representative is available on the City's website [here](#).

### What You Bring

- Education equivalent to the completion of the 12th grade
- One year of work experience in a ticket office or similar employment experience

### Bonus Points! (Highly Desirable)

- Experience working with computer point of sales ticketing system(s)
- Experience supervising the work of hourly staff

### What You'll Do

- Greet the public and provide routine information, over the phone and in-person
- Assist in the supervision, training, and direction of hourly ticket office staff for events and regular business hours
- Assist in managing the Center's daily ticket sales activities
- Assist with compiling weekly deposits and weekly ticketing data and help prepare reports
- Perform clerical accounting tasks related to ticket sales, such as receiving money and verifying transactions
- Assist with building events in the ticketing system and assigning seat locations for theater performances

### Who You Are

- **Self-motivated** in your work style and **passionate** about the world of performing arts
- A strong **leader** with a **positive attitude** and willingness to direct and motivate hourly staff
- **Detail-oriented** with the ability to **multi-task** and prioritize assignments
- **Experienced** with computer automated ticketing systems and Microsoft Office
- **Professional** and **clear** in communication, both oral and written
- A **team-player** who is both **focused** and **enthusiastic**

### What We Offer

- Comprehensive benefits package including generous paid leave and group health coverage\*
- CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members; 10.5% for new members to CalPERS with no Social Security deduction
- Opportunity to utilize \$2,000\* in tuition reimbursement for education advancement annually, with an additional one time opportunity for up to \$20,000\* for the completion of a work related Bachelor's or Master's degree
- Up to \$100\*/month City contribution for mass transit expenses, with \$10/month minimum employee contribution
- Employee appreciation days and activities
- Wellness culture including access to the employee gym and incentive pay\* for participating in the City's wellness program

\*Prorated for part-time positions

**Are You Ready? Apply.**

Submit your application, resume, and supplemental questionnaire online at [www.calopps.org](http://www.calopps.org) or to the Human Resources Division, City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. **Please provide a valid email address on your application.** Application materials will be screened on a continuous basis with a first application review date of Friday, February 9, 2018. Qualified candidates are encouraged to apply early!

**Interview Process**

Candidates with the most relevant qualifications will be invited to a selection process including an oral board interview (weighted 100%). Department interviews will be conducted for a select number of finalists. Depending on the number of applicants, this process may be altered.

**The Fine Print**

Prior to hire, candidates will be required to successfully complete a preemployment process, including employment verification and a Department of Justice (DOJ) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

**CITY OF MOUNTAIN VIEW**  
**SENIOR TICKET SERVICES REPRESENTATIVE (PART-TIME)**  
**Supplemental Questionnaire**

**Please answer the following questions and submit with your application. Please limit your responses to one page per each question or less.**

1. Please describe your experience with computer ticketing systems and include the name of the system/application(s) used. Please also list the job position(s), the job duties you completed within the ticketing system, and the number of months/years serving in that capacity.