



Now accepting applications for:
**HOURLY TICKET SERVICES
REPRESENTATIVE I/ II**

Ticket Services Rep I: \$20.65 to \$25.12 Hourly
Ticket Services Rep II: \$25.10 to \$30.52 Hourly

Why Mountain View?

Because where you choose to work, matters. Because you want to surround yourself with passionate, mission-driven colleagues committed to providing excellent service to the community and each other. Because you want to apply your talents in a place where words like **wellness** and **innovative** are not merely nice sentiments, but are ideals we strive to achieve in everything we do.

Apply Now!

Submit your application and resume online at calopps.org or to the Human Resources Department; 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 reviewed on a continuous basis. The most appropriately qualified candidates will be invited to a department interview. This recruitment may close at any time.

CULTURAL IDEALS:

- Empower People
- Foster Collaboration
- Support Continuous Learning
- Enhance Our Community
- Champion Wellness
- Lead with Empathy
- Embrace Change & Innovation

What's the role?

We're looking for a, **collaborative, reliable** and **dedicated professional** to join the Mountain View Center for Performing Arts Ticket Office for the position Ticket Services Representative. You will join a **passionate** team of professionals in a **collaborative** work environment dedicated to serving the community. This work, has a direct impact on community residents, theater-goers of all ages and the clients that rent our venues. The position provides front-line customer service at the Mountain View Center for Performing Arts Ticket Office, by processing ticket and subscription sales over the phone, in-person and assisting those with online sale questions. This part-time and unbenefited position working varying shifts including evenings and weekends as needed, limited to no more than 27 hours per week and 1,000 hours per fiscal year.

The Essentials

Ticket Services Representative I

- One year of work experience in a ticket office or similar employment in front line customer service.
- Equivalent to the completion of the twelfth grade.
- Working Knowledge of Microsoft Office Products.

Ticket Services Representative II

- In addition to the requirements for Ticket Services Representative I, supervisory and/or event management lead experience.

Bonus Points

- Experience working with an automated ticketing system
- Experience working specifically with ShoWare and/or Tessitura ticketing systems

What You'll Do

- Greet the public and provide excellent customer services over the phone and in-person
- Process daily ticket sales and transactions.
- At the end of each shift, you will be required to accurately account for all received ticket sales receipts, cash and checks, and credit card transactions.
- Assist with keeping the Ticketing Database up to date with client contact and purchase history information.

Are we a Match?

- You are **self-motivated** in your work style and **passionate** about the world of performing arts.
- You are **detail-oriented** with the ability to **multi-task** and prioritize assignments.
- You are **customer service savvy** – you strive to help people and take initiative to find the answer in creative ways.
- You are a **diligent worker** with a **positive attitude** and willingness to learn
- You are a **Professional** and **clear** in communication
- You are a team-player who is **motivated, focused and enthusiastic**.

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<https://www.linkedin.com/company/city-of-mountain-view/>

Fine Print. Depending on the number of applications, the above process may be altered. Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Department 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). Prior to hire, candidates will be required to successfully complete a pre-employment 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. **City of Mountain View requires all employees to be fully vaccinated against COVID-19. This mandate allows for limited exceptions.** NOTE: The provisions of this bulletin do not constitute an expressed or implied contract, and any provisions contained in this bulletin may be modified or revoked without notice.