

**Alerus Center  
Grand Forks, North Dakota  
Job Description**

**Job Title:** Ticket Office Cashier  
**Department:** Finance  
**Reports To:** Asst. Director/Ticketing Manager  
**FLSA Status:** Hourly, Part time  
**Prepared By:** RGL  
**Prepared Date:** 09-25-13  
**Approved By:** Cheryl Swanson/Bob LeBarron  
**Approved Date:** 09-25-13

**SUMMARY**

This position is responsible for the accurate, efficient and service-oriented operation of the ticket selling function of the Alerus Center. May supervise other Ticket Office Cashiers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties and responsibilities may be assigned.

1. Accurately sells tickets for Alerus Center events.
2. Provides outstanding customer service in selling tickets, answering questions, and assisting guests with problems or concerns
3. Answers telephone, providing accurate information in a pleasant, helpful manner
4. Opens or closes ticket window during business hours.
5. Counts and bands money received.
6. Makes daily ticket sales reports.
7. Files various records and reports.
8. Maintains accurate count of tickets sold.
9. Performs other work as required.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Demonstrated ability to speak, read, write, count, and use a computer; must be able to make change accurately. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.