**JOB DESCRIPTION**

Job Title:Match Day Fan Services/Box Office Representative

Department: Ticket Operations & Fan Services

Reports To: Director of Ticket Operations and Fan Services

**SUMMARY**

This part-time position is dedicated to the efficient servicing of all guests at Jacksonville Armada home matches and during Armada FC events. Positions involve working in a variety of capacities within the Fan Services and Ticket Operations departments during Armada FC home matches. This is a seasonal position and runs through the end of the season.

This position will rotate between box office sales, ticket operations and fan services based on necessity per match.

**Box Office**

Box Office position will include walk-up ticket sales and will call.

Essential Duties & Responsibilities:

1. Sell tickets via ticketing system.
2. Handle outbound and inbound will call requests.
3. Interact with guests to answer questions and resolve ticketing issues.
4. Ability to handle cash and credit card transactions and keep a balanced cash drawer.
5. Other duties may be assigned.

**Ticket Operations**

Essential Duties & Responsibilities:

1. Use scanners to scan tickets for stadium entry.
2. Troubleshoot scanner issues.
3. Escort or direct fans to ticket resolutions.
4. Other duties may be assigned.

**Fan Services**

Essential Duties & Responsibilities:

1. Welcome and assist fans attending both the pre-match party and the match at Hodges Stadium.
2. Serve as an information resource, providing directions, match day highlights, ticket information etc.
3. Manage Match Day checklist, reporting any issues to the appropriate parties’ pre, during and post-match.
4. Help fans sign-up for promotions, distribute promotional items, etc.
5. Assist with preventing and resolving guest issues.
6. Continually survey areas assigned for any matter that require immediate attention including fan disturbances, overall cleanliness, concessions, restrooms, etc.
7. Obtain fan feedback.
8. Thank fans as they leave the stadium.
9. Assist with ensuring that all fans have a fun and safe match day experience by being observant, detail-oriented, proactive and passionate about the Armada and your specific roles.
10. Other duties may be assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**

Sports Management, Marketing, Advertising, or similar majors preferred. Sales experience a plus.

**Communication Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:**

Competency with Microsoft Office Suite.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* The employee may occasionally lift and/or move up to 10 pounds and rarely lift and/or move up to 25 pounds.
* The employee is regularly required to stand, sit, walk, use handles, reach, stoop, kneel, crouch or crawl, communicate with others.
* The vision requirement includes the ability to review written and electronic materials in both digital and physical format.
* The employee must be able to transfer and move items for departmental needs.
* The employee must be able to adjust to changing work hours and locations as needed in light of the strong focus on external communications and relationships.

**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 in a typical office environment.
* The noise level in the work environment is usually moderate, but occasionally noisy.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_