



Position: Part Time Box Office Staff
Facility Name: BMO Harris Bank Center and Coronado Performing Arts Center
Location: Rockford, IL

POSITION: Part Time Box Office Staff
DEPARTMENT: Ticketing Services
REPORTS TO: Director of Ticketing Services
FLSA STATUS: Non-Exempt

Summary

SMG, the leader in privately managed public assembly facilities has immediate openings for Part Time Box Office Staff at the BMO Harris Bank Center and Coronado Performing Arts Center in Rockford, IL. Under direction of the Director of Ticketing Sales, the Part Time Box Office Staff member's primary responsibilities include the following functions in accordance with SMG policies.

Essential Duties and Responsibilities

- Provide all guests a positive first impression by offering superior guest service
- Accurately operate the Ticketmaster computer ticketing system to sell tickets
- Communicate with guests to locate and deliver will-call tickets
- Provide information regarding events and facilities both in person and on the telephone
- Provide superior customer services to all patrons in the facility
- Accept payments via cash, check or credit card
- Balance cash drawer at the end of the day

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

- High school diploma
- Must be 18 years of age
- Ability to pass credit and criminal background check

Skills and Abilities

- Ability to understand and follow instructions
- Ability to work safely and efficiently with machinery
- Ability to work with minimum supervision and understand verbal and written instructions
- Ability to work flexible hours including nights, weekends and holidays based on the event schedule

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.

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

Note

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

To Apply

Apply at- <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000236764306>

Internal- <https://recruiting.adp.com/srccar/nghome.guid?c=1152751&d=InternalCareerSite&r=5000236764306/>

Recruiter – Gretchen Gilmore
BMO Harris Bank Center
300 Elm Street
Rockford, IL 61101

Applicants that need reasonable accommodations to complete the application process may contact 815-489-8233.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.

Date Opened: 7/12/17

Closing Date: 7/31/17