KENTUCKY VENUES

Ticket Office Coordinator

Job Type: Full-time 37.5hours per week
Salary: $53,575.68– Commensurate with experience
Work Location: Kentucky Exposition Center, 937 Philips Lane, Louisville, KY 40209

Organizational Summary:
Kentucky Venues operates the Kentucky International Convention Center (KICC) and the Kentucky Exposition Center (KEC) to serve regional, national, and international clients while promoting the progress of the Commonwealth and advancing Kentucky's agriculture and tourism industries and economy. We produce six signature events that bring those from around the world to Kentucky. These events promote the pride and progress of the agricultural industry and affirm our agency's commitment to improving rural and urban understanding. Kentucky Venues is governed by the Kentucky State Fair Board.

Employee Benefits:
Kentucky Venues offers extremely competitive benefits for eligible employees including health, dental, vision and life insurance, paid personal and sick leave, state pension and supplemental retirement options and access to an Employee Assistance Program (EAP). All employees receive free parking at both facilities and employee discounts on electronics, travel and lodgings.

Position Summary:
The Ticket Office Coordinator is responsible for hiring temporary employees, selling tickets for all agency events, assigning comp tickets, and answering phones before, during and after events, readying event ticket sales including communicating with various departments on needs (ticketing systems, booth setup, ordering cash and setting up credit card handhelds) as well as preparing all that the seller will need for the event.

Essential Functions (must be able to execute with/without reasonable accommodation)**:**
General duties performed in order to accomplish position objectives; inclusive of how and frequency of which they are performed including but not limited to:

- Responsible for selling computerized tickets for all KEC events and remote sales during regular Ticket Office hours, including weekends and evenings as events dictate.
- Interview, hire, schedule, and train staff on ticketing systems and customer service.
- Accountable for daily balance of ticket sales, including credit card transactions and balance staff registers.
- Communicate information to the public by phone, mail and in person.
- Handles updates and maintains mailing lists and email blasts. Prepares event mailing distributions.
- Interprets Ticket Office policy to the public, staff and clients.
- Prepare and review operational records and reports in compliance with department and Finance reporting requirements on a daily and monthly basis.
- Monitors group sales orders to provide group seating reservations.
- Work with supervisors on event staffing needs and assist patrons in absence of supervisors.
- Performs relative duties and manages other responsibilities as assigned.

Direct Reports: This position oversees ticket office part-time staff

Physical Demands, Work Environment and Hours of Work:
Must be able to execute with/without reasonable accommodation.

- Office and event facility settings with moderate to high noise levels.
- Will have to traverse facility space, including stairs, ramps, escalators/elevators and heavily occupied spaces
- Must be able to independently lift loads of up to 25lbs

- Varied work hours including weekdays, evenings, late nights, early mornings, weekends and holidays, contingent upon event scheduling; occasionally/regularly works more than 40hpw
- There will be exposure to varied climates and elements including livestock, hay, dirt/dust, and exhaust fumes
- May have exposure to moving vehicles, mechanical equipment and cleaning chemicals

Requirements for position (minimum Education Level, Years of Experience and Specialized Abilities):
An equivalent combination of education and experience may be substituted.

- High school diploma or equivalent
- Four (4) years of experience working with Ticketmaster system required
- Must be eligible to work in the United States

To Apply:
Complete an application at https://kyvenues.com/apply-online or email a letter of interest, résumé and professional references to HR@KYVENUES.COM.

Kentucky Venues is an equal opportunity employer. Kentucky Venues does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity or expression, ancestry, age, pregnancy or related medical condition, marital or familial status, disability, veteran status, political affiliation, or genetic information in accordance with state and federal laws.