

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **TEMP – FAIR PASSBOOTH & TICKETING LEAD**

Spec No. 9169

#### **BASIC FUNCTION**

Temporary extra help hired to provide customer service and perform a variety of accounting and clerical duties related to the twelve day Evergreen State Fair. Manage daily operations of the Evergreen State Fair Passbooth and Ticketing activities including lead direction for gate and box office staff in processing sales, ticket orders, RV (Recreational Vehicles) reservations and receipts. Including but not limited to cash handling, records maintenance and inventory control.

#### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Assist promoters and outside vendors with ticket setup, service and equipment for ticketed events. Accounts for ticket sales for each event through either the automated computer system or through hard ticket sales. Ensures the correct balancing of the sales and cash collection.
2. Responsible for the sale of Evergreen State Fair event tickets. Ensures the correct balancing of the cash register, daily deposits,; charge card sales and ensures the accuracy of certified audit statements. Creates and maintains accurate Evergreen State Fair event accounting and operational files.
3. Ensures the effective and uninterrupted operation of all automated equipment, including credit card terminals, computer terminals, network hardware and software; coordinates troubleshooting responsibility with internal and external experts.
4. Responsible for balancing ticket, parking and RV camping sales and generating box office reports for accounting department and promoter settlements on a timely basis. Monitors and reconciles cash settlement sheets; prepares reconciled daily activity reports, post-event revenue settlements and statistical data regarding each event.
5. Responsible for training staff in gate sales and box office ticketing procedures, cash handling, RV reservations and work with Evergreen State Fair staff to maintain staffing schedules, and their timesheets.
6. Responsible for maintaining safe, clean and organized work spaces including ticket buildings, ticket staff restroom and break rooms.
7. Assist with any additional duties, responsibilities, or special projects as directed by the Supervisor.

#### **MINIMUM QUALIFICATIONS**

Two years of business administration, accounting, bookkeeping and/or report production OR, any equivalent combination of training and or experience that provides the required knowledge and abilities.

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#### **PREFERRED QUALIFICATIONS**

Two years experience in a box office environment for a Fair, convention center, performing arts center, theater, arena or stadium is preferred

#### **SPECIAL REQUIREMENTS**

A valid driver's license is required

#### **KNOWLEDGE AND ABILITIES**

- Event management experience preferred with a basic understanding of box office/ticketing operations and procedures.
- Accounting procedures including processing and recording of financial records, transactions and event audits, mathematics, including decimals, percentages, and elementary statistical methods and techniques, including hard copy and electronic records management.
- Office practices related to a hard ticket and/or computerized box office, including extensive knowledge of spreadsheet, and work processing databases.
- Proficiency with computers and business software including but not limited to Microsoft Office products – Word, Excel, Outlook and Access.
- Utilizing prescribed cash management controls for the handling of large sums of money in limited working space.
- Problem solving skills and the ability to multi-task is required.
- Maintains professional working relationships and effective communications with Department staff, Sheriff Deputies, private security, facility users, ticket outlets and the general public by providing assistance and/or information in person, over the telephone and/or email.

#### **SUPERVISION**

The employee receives direction from an administrative superior as assigned. The work is reviewed for completeness and accuracy and the employee perform tasks which have checks built into the nature of the work.

#### **WORKING CONDITIONS**

The work is performed in an office environment but may include outside tasks. Work performed will include some evenings, weekends, and holidays. May be required to work a split shift during the Fair. Candidate must be flexible and able to work on short-notice. If currently employed by Snohomish County, combined hours cannot exceed 40 hours per week. Will be required to work up to 19 days straight for the "Fair". Candidate must be able to work in fast pace situations. Position may require standing/seating for long periods of time and some exposure to all weather conditions. Must be able to lift loads up to 50 lbs.

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Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: April 2011 as a Temp – Fair Gate & Ticketing Supervisor

Revised and Retitled: March 2015

EEO Category: 6 – Administrative Support

Pay Grade: Minimum Wage Range

Workers Comp: 1501 – Hazardous