



TICKETING ASSISTANT

REPORTS TO: Ticket Sales Manager **POSITION TERM:** Full-Time **START DATE:** To Be Determined

- Provide excellent Customer Service while taking orders, responding to emails and answering inquiries. Assisting customers with website navigation camping, hotel, and racetrack FAQs.
- Process mail orders and assist phone customers with Ticket Master account issues ie, reset account, temporary passwords and address updates.
- Assist with ticket distribution. Fold packing orders, verify and insert tickets into folded orders. Separate and pull foreign/will call orders. Assemble ticket box, log out required tickets and parking passes. Fill & check the orders, weigh and mail orders in a timely matter.
- Ensure Hospitality orders are downloaded into Click & Ship USPS certified. Enter and verify each order, print, cut, seal and post in timely matter.
- Assist customers with upgrading a ticket order, ie find order if printed, return ticket, reprint ticket and provide necessary packet.
- Assist ticket coordinator with donations as needed.
- Update customer waiting list and contact them when something becomes available. Follow up on deadlines till sold.
- Assist customers when order is not received, verify address it was sent to, when it was printed/has it printed? Send reissue form via email, follow up as needed.
- Track Hospitality tickets USPS & check status.
- Assist with preparation of ticketing collateral packets. Proof material, maps and updated directions. Make copies, fold and assemble packets. Label and color code packets for proper use.
- Provide referral information and phone number to Monterey County Parks Department.
- Provide track rental information to walk in visitors as well as on the phone.
- Greet and welcome local and international visitors WeatherTech Raceway Laguna Seca. Provide maps, answer questions and direct them to the world-famous Corkscrew as well as the Raceway Souvenir Store.
- **Preparation for Race Week** – Assemble night crew camping supplies ie, maps, will call envelopes, schedules, camper list, make event ticket price sheet and misc. items. Make Will Call handouts for admission gates. Make sure our ticket office greeting area is stocked with schedules, maps, fan activities, promotional items, office is vacuumed and presentable.
- Get Will Call bins ready ie, list customer names and account # on envelopes, glue envelopes, alphabetizes envelopes, check off from Will Call spreadsheet and file in bins.
- On race week we have a lot of phone calls regarding can/how do I get tickets, we must instruct them on how to print their tickets, resend information for reprinting or direct them to an outlet to purchase tickets. Sell tickets to walk-in customers.
- **Race Weekend** – Assist camping customers with location of camp sites, site size, tree branches need trimming, bathroom issues, provide mobile waste service info, where they can purchase ice/firewood and misc.
- Sell tickets to walk in's. Direct customers to Will Call or Registration team/sponsor. Reissue lost or forgotten tickets. Call spectator assistance for customers and direct customers to appropriate locations ie call staff/promoters if unaware of customers request.
- Assist Directors and Assistant Directors with ticket issues. Answer phones, Will Call cell phone, monitor and respond to radio calls.
- Drop off Will Call envelopes to night crew each evening. Sunday after 12:00 pm we become Will Call & respond to admission gates for customers showing up.
- Make storage boxes for event inventory, gather unused stock, document on spreadsheet, collect samples for ticket manager, and remove unused tickets from each account. List all not picked up on Will Call envelopes on spreadsheet.
- Other assignments as predicated by Ticketing Manager

Please visit www.weathertechraceway.com for more information about our events and work place.