

Open Job Position: **Lead Cashier –Days (Must be available for at least 4 hours between 9AM and 6PM Monday through Friday)**

Lead Cashier –Nights/Weekends

Wisconsin Center District, Owner’s and Operators of the Frontier Airlines Center, US Cellular Arena and The Milwaukee Theatre. The ideal candidate should have 2 years of managerial, ticket, and group sales experience in public assembly, entertainment facilities. Experience in using Microsoft Office is required, experience in using Archtics Ticketmaster Classic desirable. This is a part – time union position. For additional information see the full Job Description below. Milwaukee County residency required within 6 months of hire. Send resume to: HR Director, WCD, 400 W. Wis. Ave., Milwaukee, WI 53203 or email your resume to rstaerkel@wcd.org.

WISCONSIN CENTER DISTRICT

JOB DESCRIPTION

LEAD CASHIER

REPORTS TO: Box Office Manager/Assistant Box Office Manager

GENERAL DUTIES: Assist Box Office Manager in training, supervising box office employees, handling cash and tickets, maintaining records, customer service and interfacing with general public.

ESSENTIAL FUNCTIONS:

1. Supervise activities of cashiers at Wisconsin Center District.
2. Assist in training of staff members working in the box office at Wisconsin Center District.
3. Preparation of daily financial statement reflecting box office sales and inventory.
4. Organization and coordination of ticket sales for events at Wisconsin Center District.
5. Preparation of bank deposits.

6. Operation of remote sales ticketing system.
7. Handle customer complaints.
8. Assist in preparation of ticket seating and sales plan for Wisconsin Center District events.
9. Sell tickets, exchange money and reconcile sales.
10. Provide directions and assistance to Wisconsin Center District guests when asked.
11. Regular and punctual attendance.
12. Perform other duties as assigned.

PHYSICAL DEMANDS OF POSITION:

1. Stand, walk, sit and stoop.
2. Kneel, crouch, crawl, climb, bend, balance and twist.
3. Reach, feel, talk and hear.
4. Far vision at 20 feet or further, and near vision at 12 inches or less, corrected or uncorrected.
5. Handle, grasp and finger with high degree of acuity and speed.
6. Normal range of hearing: perceiving sounds, including spoken words, in order to understand signals such as spoken directions, warning alarms, assess conditions and/or become aware of conditions in the work environment.
7. Ability to distinguish between colors.

ENVIRONMENTAL/WORKING CONDITION OF POSITION:

1. Inside and outside workplace environment.
2. Exposure to cold, heat and humidity.
3. Work in cramped spaces.

EQUIPMENT USED:

1. Two-way radios and pagers.
2. Uniforms.
3. Various office equipment including computers, cash registers, ticket terminals, etc.

EDUCATION/LICENSE REQUIREMENTS:

Not applicable.

KNOWLEDGE AND SKILLS REQUIRED FOR POSITION:

1. Understand and consistently follow work rules, procedures and directions.
2. Ability to read, write and speak English; perform basic mathematical functions (add, subtract, multiply and divide).
3. Good interpersonal skills with the ability to deal harmoniously with Wisconsin Center District guests, employees and outside contractors.
4. Ability to train and supervise workforce.
5. Ability to deal with hostile or angry patrons in tense situations.
6. Ability to comprehend and follow instructions.
7. Ability to work independently and efficiently; exercise initiative, resourcefulness, and good judgment and accept responsibility for own actions.

RESIDENCY: Applicants must become a resident of the County of Milwaukee within six (6) months of completion of probationary period.

SALARY AND BENEFITS: Wages and benefits are determined by the current union contract in effect.

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