

Employment Opportunities

600 NE Grand Ave.
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503-797-1570
www.oregonmetro.gov/jobs



Metro | *Metropolitan Exposition Recreation Commission*

Ticket Seller – Part-time

Portland Center for the Performing Arts

Internal and FOTA recruitment

Status:	Multiple part-time positions
Work location:	Portland Center for the Performing Arts 1111 SW Broadway, Portland, Oregon
Pay:	\$12.69/hour This position is represented by IATSE Local B-20 and is non-exempt
Recruitment number:	PCPA-8075-Sept10PT
Application deadline:	September 23, 2010 (internal) September 30, 2010 (FOTA)

Internal applicants must be current employees of Metro or MetroERC having regular, regular part-time or temporary employment. Temporary employees employed by Metro or MetroERC must have gone through a competitive selection process for the position currently held. Regular employees must have successfully completed their initial probationary period.

First Opportunity applications will be accepted from residents who live within the First Opportunity Target Area (FOTA) and who meet the qualifying annual household income limit of less than \$25,000 as an individual, or \$40,000 for an entire household, for the past 12 months. If you qualify, please complete the attached Economically Disadvantaged Status Questionnaire. The recruitment process begins with internal applicants who are screened and interviewed. If no internal candidates are selected, then the First Opportunity applicants will be considered.

Please carefully follow application procedures at the end of the announcement.

Position summary

This position is responsible for selling tickets for various events at the Portland Center for the Performing Arts.

Essential job duties

An employee in this position must be able to perform all of the essential job duties listed below with or without reasonable accommodation; however, this list is not intended to include all of the specific tasks which an employee in this position may be expected to perform.

- Sells tickets on Ticketmaster, TicketsWest and Artistix computer systems and hard and roll tickets for MERC (Metropolitan Exposition-Recreation Commission) and all other facilities.
- Provides over-the-counter and telephone customer service to patrons including requests for gift certificates, and seating requests for wheelchair accessibility and hearing impaired assistive devices.
- Processes and pulls will-calls, mail orders and maintains filing.
- Updates event information books and brochure rack on a daily basis.
- Transfers computer event maps onto seller seating charts via color code and section numbers.

- Writes and authorizes VISA and MasterCard transactions.
- Works "Will Call" window during events.
- Assists supervisors as directed.
- Updates other facility event information.
- Assists others in this position who have less knowledge.
- Performs related duties as assigned.

Minimum requirements

High school level math skills. One year experience handling money and dealing directly with the general public in a high volume situation, and one year experience computer/typing; or any combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job. Knowledge and experience with Ticketmaster preferred. Must be available to work days, evenings, weekends and holidays.

Knowledge, skills and abilities

- Knowledge and skill in basic mathematics.
- Knowledge of computers and ability to learn computer ticketing procedures and MS Office.
- Ability to type accurately and quickly.
- Ability to understand and comply with MERC Ticket Center policies and procedures.
- Ability to become familiar with all seating arrangements and physical layout of all MetroERC facilities.
- Ability to handle money accurately.
- Ability to communicate clearly and precisely in both written and oral communications.
- Ability to tolerate inclement weather conditions.
- Ability to stand for long periods of time.
- Ability to read and comprehend information on tickets.
- Ability to communicate clearly, concisely and in a courteous manner both orally and in written form.
- Ability to provide quality customer service.
- Ability to deal effectively with co-workers, supervisors and the general public.
- Ability to deal effectively and successfully with stressful and sometimes difficult situations.
- Ability to grasp procedural techniques and facility policies and regulations.
- Ability to work independently.
- Must be dependable.

Alcohol/Drug: MERC conducts testing for alcohol/prohibited drugs in accordance with MERC Personnel Policies Section 12.9.

PERS: Metro participates in the Public Employees Retirement System (PERS).

Immigration law notice: Only US citizens and those authorized to work in the United States will be hired. All new employees will be required to complete and sign an employment eligibility form and present documentation verifying identity and employment eligibility.

Equal employment opportunity: All qualified persons will be considered for employment without regard to race, color, religion, sex, national origin, age, marital status, familial status, gender identity, sexual orientation, disability for which a reasonable accommodation can be made or any other status protected by law. Assistance will be gladly provided upon request for any applicant with sensory or non-sensory disabilities.

Veterans' preference: Under Oregon Law, qualified veterans may be eligible for veteran's preference in application for Metro/MERC positions. If you are a veteran, or disabled veteran, and would like to be considered for a veteran's preference for this job, check the appropriate box on the Metro employment application. **To qualify**, veterans must provide appropriate documentation along with their application materials before the application deadline date listed on the job announcement: Veterans: Submit 1) a completed Metro Veterans' Preference form and 2) a copy of your DD-214 or DD-215 indicating discharge status. Disabled Veterans: Submit 1) a completed Metro Veterans'

Preference form, 2) a copy of your DD-214 or DD-215 indicating discharge status and 3) your public employment preference letter from the US Department of Veterans' Affairs.

Application procedure

This position opens to internal and FOTA candidates on September 16, 2010.

To apply, submit the following

1. Metro/MERC standard application form
2. Responses to the required supplemental questions listed below

Note: If you do not include all of these materials, your application will be incomplete and will not be considered.

Required supplemental questions

- All applicants must submit a written or typed response to each of the following.
 - The responses must be addressed individually and included with the application on a separate sheet(s).
 - Write your telephone number, including the area code, in the upper right corner of each page, but not your name.
 - Your responses will be used as part of your application evaluation.
1. **This is an event-driven part-time position with various fluctuating schedules. What is your availability to work days, evenings, holidays and/or weekends?**
 2. **Please give a brief description of your experience working with the general public and providing customer service in a fast paced environment.**
 3. **Please tell us about a stressful or difficult work situation that you have dealt with. What was the situation and what did you do to resolve the problem?**
 4. **Describe your experience operating office equipment and working with computers. Include names of software and programs used.**

Submit your application

Deadline: 5 p.m., September 23, 2010 (internal)
5 p.m., September 30, 2010 (FOTA)

E-mail: jobs@oregonmetro.gov
Please include the word "Application" in the subject line of your e-mail.
Electronic attachments must be in MS Word or PDF format. We are unable to download ZIP files.

Mail or drop off: Metro Human Resources Department
600 NE Grand Ave, Portland, OR 97232

Fax: 503-797-1798

Important notes about your application

- Applications received after the deadline will not be considered.
- The date and time of our e-mail/fax system will be used to determine if application materials are received by 5 p.m. on the deadline.
- Any unsolicited materials will not be considered. All materials submitted become the property of Metro and will not be returned.

Follow-up

After the application deadline, it usually takes about three to four weeks before the hiring manager selects those individuals who will be interviewed. You can find out the status of a position for which

you've applied by: (1) calling the job hotline at (503) 797-1777 and listening for the recruitment update prompt; (2) accessing Metro's website at www.oregonmetro.gov/jobs and clicking on the Recruitment Status Updates link. Weekly recruitment status updates will be posted on the job hotline and web site every Friday.

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