



London Knights – November 2021

GAME DAY RETAIL STORE & BOX OFFICE ASSOCIATE

Reports To: Director of Ticket and Merchandise Manager

Based at: Budweiser Gardens

Status: Part-Time, Hourly

Overview

Reporting to the Director of Ticketing, Box Office Manager and Merchandise Manager, the Game Day Associate is responsible for serving customers at the highest level during London Knights home games, both in the box office, in-store and at kiosks throughout the arena.

Key Responsibilities/Accountabilities

- Open, approachable, and outgoing attitude when greeting and interacting with customers
- Assist patrons with ticket and merchandise questions and purchases
- Provide friendly and informed responses to inquiries
- Ensure merchandise is neat and attractively displayed
- Stock and re-stock shelves/kiosks
- Ensure cleanliness of store/kiosks at all times
- Perform opening and closing duties as needed
- Operate ticket system to print tickets and process payments
- Operate POS cash register; handle cash accurately and provide change
- Keep work area and equipment clean and organized
- Operate manual heat press machinery to fulfill customer & team needs
- Perform other tasks as required

Qualifications

- Excellent interpersonal, communication, and customer service skills
- Organized and motivated
- Ability to handle multiple tasks and work in a fast-paced and detail-oriented environment
- Openness to learn and develop new skills
- Previous experience in a retail sales/cash handling/customer service environment
- Proficient with technology

We would like to thank all that apply. Please note that only those selected for an interview will be contacted.