



Seasonal Ticket Staff March 4-5 and March 12-26, 2022

We are looking for seasonal ***Ticket Staff*** to help us manage the ticket entrance gates for Rodeo Austin's 15-day fair and rodeo and BBQ cookoff. This is an opportunity to take on the challenge of working in a fast-paced, customer-driven non-profit, in an environment that is exciting, motivating, challenging and fun!

Rodeo Austin has a full-time staff of 15 who work year-round to host events that fulfill our mission, but with the heavy workload required for our March events we cannot do it alone. Rodeo Austin hires temporary ticket staff to manage our entrance gates, fulfilling duties such as ticket scanning and selling, customer service, and crowd management.

The positions listed below are short-term, paid positions for the timeframe of March 4-5 and March 12-26, 2022.

Who We Are:

Since 1938, Rodeo Austin has been a mission with a rodeo that has brought heritage and entertainment to our community. We are funded by a month-long real western experience held every March, where Rodeo-goers get to do things they can do nowhere else - including a ProRodeo, one-of-a-kind concerts, a carnival and a livestock show. We are Rodeo Austin, a not-for-profit that provides real experiences and gritty fun to raise millions for Texas kids.

What You'll Do:

The following is a brief overview of each ticket staff position Rodeo Austin seeks to employ during the seasonal event in March:

Gate Greeter: Often the first person guests see at the ticket gates, Greeters must have an outgoing, friendly personality. Greeters are responsible for welcoming guests to the fairgrounds and providing them with directional assistance, i.e. "buy tickets to the right, scan tickets to the left, the line on the far end is the shortest."

Ticket Scanners: Scanners are primarily responsible for ensuring each guest has a valid entrance ticket, but this position also includes a strong customer service aspect. In addition to the validation of barcodes, Scanners are often required to answer customer questions about the event.

Ticket Sellers: Sellers are responsible for the on-site, box office sales of all event tickets, including fairgrounds gate admission, rodeo and concert tickets, and carnival wristbands.

Gate Supervisors: Supervisors are responsible for managing the ticket staff at the entrance gates and providing each position with the applicable support for their required duties. Supervisors help Sellers with customer refunds and point-of-sale issues, Scanners with equipment needs and traffic flow issues, and Greeters with crowd control.

What You'll Need:

- **Gate Greeters:** strong interest and/or experience in customer service, crowd management, and event logistics
- **Ticket Scanners:** strong interest and/or experience in customer service, crowd management, and ability to learn fairgrounds layout and the schedule of events
- **Ticket Sellers:** experience in electronic point-of-sales systems, money handling, and customer service; adherence to Rodeo Austin's strict cash handling protocols
- **Gate Supervisors:** experience in personnel management and customer service, ability to learn key responsibilities for Sellers, Scanners, and Greeters
- Must pass a background check and provide I-9 verification
- Must attend at least one training session prior to your first shift
- A strong work ethic and a positive attitude
- Ability to remain poised and professional under pressure

Perks & Benefits:

- Hands-on, real-life experience to help you hone your talents in customer service, sales, and/or personnel management
- These are hourly positions with pay rates ranging from \$13.25 to \$16.75 per hour
- The chance to be part of something bigger – a mission with a Rodeo raising millions for Texas kids

Not sure if you Qualify?

That's okay! if you're interested in the role and believe you could be a good fit, we encourage you to apply once we begin accepting applications in the Fall! Please check back soon for instructions on how to apply.

Rodeo Austin is an equal opportunity employer, and we value diversity. All aspects of employment will be based on merit, competence, performance, and business needs.