Juneau Jazz & Classics Volunteer Job Description

Ticket Seller

COVID-19 PROTOCOLS:

· Wear a face mask/covering.

· Do not show up if you are showing any symptoms.

· Do not show up if you have been in close contact with someone who tested positive for COVID-19.

· Respect 6 feet social distancing measures.

Your job is to sell tickets at the door, account for the money and to organize the waiting list in the event of a sell out.

You will receive tickets, a cash box with change in it, a calculator, pens, a reconciliation form for balancing the till, a credit card machine, and an envelope to put the money and reconciliation form into. Ask the House Manager for any help you need.

Things to know:

**•** **Know the price for the tickets!**

**• Seniors are 65 years and older. Students are K-full-time college. Anyone college age should be asked to present a college ID.**

**• WILL CALL is a box with tickets that are being held for people. They are filed by last name. If the person still needs to pay for them, they will be marked "OWES $$." Generally, will call tickets are already paid for.**

**• Be sure you know how to use the credit card machine. If not, ask for help.**

1) Count the till and note the amount on the reconciliation form. (Should be $200)

2) Count the available tickets in each category, and mark that on the reconciliation form.

3) When you sell a ticket:

* + Take the small stub off and put it in your cash box.
  + Give the customer the rest of the ticket.

5) One of you should stay outside for 20-25 minutes after the concert begins, for late comers. (If we are sold out, just put a sign on the table and go enjoy the show!)

6) After sales are over, rectify the till: Count the tickets sold @ each price and figure how much $ should be in the till.

Remove the $200 cash for the till, and put it in the cash box.

Count the remaining cash, checks, and credit cards. Subtract how much we have from what we should have, note it on the form. Both Ticket Sellers need to sign the reconciliation form. If you are working alone, ask the House Manager to also count the cash, credit cards and checks and verify your counts.

Put the form and all the money in the envelope and give it to the Tracey Miller, the festival bookkeeper.

Give the stubs to the Ticket Takers as they will count them and report attendance.

**Thank you for volunteering to do this. This is a really big and complicated job. We really appreciate your help!** If there is any way that we can make this job easier, please let us know.