



Ticket Support Staff

GENERAL SUMMARY ESSENTIAL DUTIES AND RESPONSIBILITIES

This part-time position ensures exceptional customer service by serving as an initial point of contact for train customers and inquiring patrons. You will be responsible for processing ticket orders and utilizing a learned knowledge of the Cuyahoga Valley Scenic Railroad to helpfully communicate with customers. Ticket Support Staff members report directly to the Manager of Ticket Operations and Customer Service while working remotely at one of CVSR's train stations and/or in the customer service office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Providing exceptional customer service while advancing the CVSR brand through polite and courteous interactions with customers
2. Using CVSR's ticketing system to process orders in-person and over the phone.
3. Awareness of CVSR's train operations, policies, events details, and other important information so that you may confidently and correctly answer customer questions.
4. Addressing customer concerns and complaints using professional and effective communication.
5. An adequate understanding of all departments under CVSR, and where you should direct certain communication outside the realm of ticketing and customer service.
6. Handling of cash and credit card payments.
7. Filling out a daily sales report of all tickets sold, exchanged, returned, etc.
8. Attending scheduled staff meetings.
9. Other duties as assigned
10. In-office staff members perform the duties above, as well as work alongside the Customer Service Coordinator to accomplish the following:
 - a. Recording accurate data into company logs, as well as keeping them updated.
 - b. Utilizing proficient knowledge of basic computer programs including Microsoft Office applications Word, Excel, and Outlook.
 - c. Monitoring and responding to inquiries in the customer service email.
 - d. Assisting in the process of group sales and education trips.
 - e. Other office tasks as assigned.

REQUIREMENTS:

- 18 years of age or older.
- High School diploma or GED.
- Reliable transportation
- Proficient in verbal/written communication.
- Strong organizational skills.
- Detail-oriented and a team player.
- Willingness to work at various locations as needed.
- Ability to handle confidential material such as credit card information.
- Proficient knowledge of basic computer applications including Microsoft Office.