North Pole Adventure Ticket and Event Staff

Department: Ticket Operations & Customer Service

Reports To: Ticket Operations & Customer Service Manager

Type of Position: Seasonal Part-Time

Season: November – December

Pay: $12/hr

GENERAL SUMMARY ESSENTIAL DUTIES AND RESPONSIBILITIES

This part-time, seasonal position ensures exceptional customer service by serving as an initial point of contact for train customers riding the North Pole Adventure. You will be responsible for scanning tickets, and providing clear, concise boarding instructions. Ticket & Event Staff members report directly to the Manager of Ticket Operations and Customer Service while working at one of CVSR’s train stations.

North Pole Adventure runs November 8 through December 21, except November 22-23. Each shift is 2-4 hours with the potential for more if help is needed on the train.

Note: Shifts will be performed outdoors on the train platform.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Verifying and scanning tickets
- Providing exceptional customer service while advancing the CVSR brand through polite and courteous interactions with customers
- When necessary, using CVSR’s ticketing system to look up orders or print tickets.
- Awareness of CVSR’s train operations, policies, events details, and other important information so that you may confidently and correctly answer customer questions
- Addressing customer concerns and complaints using professional and effective communication.
- Attending scheduled staff meetings.
- Assisting with the program on board (eg, serving hot chocolate, cookies)

LOCATION:

Akron Northside Station: 27 Ridge St, Akron, OH 44308

REQUIREMENTS:

- 18 years of age or older.
- High School diploma or GED.
- Reliable transportation
- Able to work nights and weekends
- Proficient in verbal/written communication.
- Strong organizational skills.
- Detail-oriented and a team player.