

Job Title: TICKET OFFICE

Department: Distribution Center

Location: Distribution Center

JOB SUMMARY AND PURPOSE

The Ticket Office is responsible for printing and reprinting tickets and labels. Processing tickets for vendor mail. Processing Allocation tickets and paperwork.

WORKING RELATIONSHIPS

Reports to the Operations Manager.

DUTIES AND RESPONSIBILITIES

- ★ Printing and reprinting of tickets and labels.
- ★ Maintain safe working conditions at all times.
- ★ Maintains the work areas and equipment in a neat, clean, and organized manner following all safety regulations
- ★ Restock supplies in ticket office.

QUALIFICATIONS AND EXPERIENCE

- ★ High School diploma or GED equivalent is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- ★ Must be able to read and write the English language and use simple math.
- ★ Must be familiar with packing slips, receipt of goods purchases.
- ★ Must be familiar with Bill of Landing.

SUPERVISION

This position does not have any supervisory responsibilities.

COMPETENCIES

- ★ **Product Focus** – The ability to maintain direction and stay on target with the goals and project at hand to enhance the customer experience with our products and services
- ★ **Action Oriented** – Enjoy working hard and enthusiastically take on new challenges. Focus on solutions—not problems.
- ★ **Functional/Technical Skills** – Accomplish a job with complete technical and functional knowledge and skills.
- ★ **Initiative** – Identifies what needs to be done and takes action before being asked, when the situation requires it. Takes prompt action to accomplish objectives and achieve goals beyond what is required.
- ★ **Decision Quality** – Make correct decisions based on analysis, experience and judgment.
- ★ **Drive for Results** – Push themselves and others consistently to meet or exceed goals.
- ★ **Managing and Measuring** – Assign responsibility and set clear, measurable objectives.
- ★ **Quantity of Output of Work** – The amount of work produced by this person or group is amazing. No matter how high the production or output goals are set, more is produced than expected in all areas. Almost always number one in productivity.
- ★ **Customer Focus** – Makes customers and their needs a primary focus of one's actions.
- ★ **Ethics and Values** – Adhere to appropriate core values and beliefs during good and bad times. Act in line with those values.

- ★ **Peer Relations** – Find common ground and solve problems in a balanced manner that gains the trust and support of peers.
- ★ **Approachability** – Build rapport and put others at ease. Easy to talk to. Listen.

PERFORMANCE MEASURES

- ★ Accuracy of tickets
- ★ Production
- ★ Time Management
- ★ Organization

DISCLAIMER

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification in order to provide a reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or the public