

INDIANAPOLIS MOTOR SPEEDWAY
POSITION DESCRIPTION

POSITION TITLE: Customer Service Representative

DEPARTMENT: Ticket Department

REPORTS TO: Director, Tickets and Credentials

POSITION LOCATION: Administration Building

FLSA STATUS: Non-Exempt, Seasonal

SPECIFIC DUTIES:

With the Director of Tickets and Credentials, helps provides support for all Ticket Department activities.

Responsible for processing orders and providing exceptional customer service.

Enters ticket orders and requests into system.

Balances monies by batch and submits to Finance Manager.

Assigns seat location under Group Leaders direction.

Pulls tickets to correspond with order and prepares for mailing.

Sells parking permits and seasonal daily tickets.

Enthusiasm for and commitment to the company and the Vision, Mission and Values.

Other duties as assigned by the supervisor.

QUALIFICATIONS:

High school graduate or GED with experience in customer service, related field, or equivalent experience.

Excellent computer skills.

Strong people skills, innovative thinker and self-starter.

Excellent communication skills.

Basic math skills.

High integrity and confidentiality.

HOURS:

Candidate must be able to work full-time hours from the months of mid-February through mid-September. As this is a seasonal position, no work hours are available mid-September through mid-February.

General office hours are Monday through Friday, 8am-5pm. Candidate must be able to work overtime and event weekends as needed.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.