

Rev 1/12

Seasonal Credentials Representative, Credentials-Tickets & Credentials

INDIANAPOLIS MOTOR SPEEDWAY
POSITION DESCRIPTION

POSITION TITLE: Seasonal Credentials Representative

DEPARTMENT: Credentials

REPORTS TO: Manager, Credentials

POSITION LOCATION: Administration Building

FLSA STATUS: Non-Exempt, Seasonal

SPECIFIC DUTIES:

Help provide leadership and support for all IMS activities.

Assists in the implementation of the credential plan for each major IMS event; the Indianapolis 500, Brickyard 400, and Red Bull Indianapolis GP.

Develops and maintains outstanding working relationships with sponsors, drivers, teams, the general public, worldwide media (print and electronic), and excellent customer service to all patrons of the Credential Office.

Assists with the public sale of Bronze Badge credentials for the Indianapolis 500.

Helps maintain the identification of restricted areas within an event and relaying that information to customers, execution of all liability releases, agreements, and distribution procedure through the SCORE software system.

Maintains credential computer database

Responds and communicates daily to credential requests and inquiries, providing a consultative role and analyzing and presenting solutions to each and every credential request.

Retains current release files on all IndyCar participants.

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

Other duties as assigned by the coordinator.

QUALIFICATIONS:

High integrity and confidentiality.

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Effective leadership skills and strong people skills.

Innovative thinker and self-starter.

Effective communication skills.

Effective interpersonal skills and the ability to work in a role that requires clerical and organizational skills, as well as initiative and flexibility.

Advanced computer skills as well as working with the public.

Critical thinking and problem solving skills.

Office experience and be able to work under pressure with time constraints.

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.