

UO Ticket Office & Passport Acceptance Facility

(minimum 10 hrs/week, maximum 25 hrs/week)

Overview of UO Ticket Office

The UO Ticket Office provides a variety of professional ticket sales and registration services for events both on the UO campus and in the community, including concerts, theatre and dance performances, student-sponsored events, fundraisers, conferences, and more.

Our office is also a certified U.S. Passport Acceptance Facility and offers passport acceptance services for both the UO and surrounding communities.

Overview of Position Duties

- Frequent interaction with the public in person and over the phone, including providing and receiving event and service information
- Performs ticket sales transactions with a digital ticketing system and printed tickets
- Performs duties associated with passport acceptance facility services
- Performs daily opening, closing, and reconciliation duties
- Performs some office/clerical tasks
- **Often performs ticket sales at the door of events at various campus locations** (e.g., University Theatre, Beall Hall, EMU Ballroom, etc.) as well as our main office location in the EMU

Position Requirements

- **Available to work a flexible schedule, including early mornings, evenings, and weekends**
- At least 1 year of experience in a position which required a high level of customer interaction and exceptional customer service skills
- Experience handling cash accurately and making change without the assistance of a Point of Sale (POS) system
- Upon hire, must be able to complete Passport Acceptance Agent certification training, perform duties and services of a passport acceptance agent, and adhere to Passport Acceptance Facility rules and regulations
- Must be able to:
 - Learn and retain a high volume of detailed information and instructions
 - Effectively communicate detailed information to customers and clients
 - Exercise good judgment, courtesy, and tact in customer and coworker interactions
 - Seamlessly perform all the steps required to assist customers with the ticket purchasing process or passport application process both in person and over the phone
 - Ensure accuracy and attention to detail in all transactions and office duties
 - Work independently and problem-solve customer needs while adhering to department policies
 - Work quickly and efficiently under time pressure while maintaining accuracy and excellent customer service in busy sales situations

Application Instructions

To be considered for a position, send us your:

- 1. Application Form** (attached)
- 2. Supplemental Questionnaire** (attached)
- 3. Résumé**
- 4. Class Schedule**

Submit your application documents to the UO Ticket Office in person or by email at:
ticket@uoregon.edu

For more information, reach out to our office at: (541) 346-4363

Student Employee Application

Date: _____

Name: _____ UO Student ID: _____

Address: _____

Email: _____ Phone: _____

Student Class Level: _____ Scheduled graduation date: _____ YEAR: _____

Have you worked for UO before?

Are you authorized for Work-Study?

If you have had a UO job, please list department(s) and supervisor(s): _____

AVAILABILITY

This position works events which take place all days of the week, mornings, afternoons, evenings, and weekends.

Are you available to work flexible shifts?

If No, please give the reason: _____

Date available to start: _____ Maximum hours per week preference: _____

GENERAL SKILLS

Please tell us your level of skill or experience with the following:

Cash Handling

Customer Service

POS/Cash Register

POS/Retail Opening Procedures

Bankcard Transactions

POS/Retail Closing Procedures

Data Entry

Excel

Ticketing Software/Hardware

If Yes, please list ticketing systems/equipment: _____

Please list any other professional strengths and/or technical skills you feel would be helpful in this position:

Supplemental Questionnaire

To assist us in considering you as a candidate for this position, we ask that you complete the questionnaire below. Please answer the following questions in the spaces provided. You may attach an additional sheet if needed.

1) Describe your experience working with the public and providing customer service. Please include your job title(s) and a brief description of your responsibilities:

2) Have you had experience handling money and making change?

If yes, where? _____

Please give a brief description, including the types of transactions and equipment you worked with (e.g., cash, card machines, registers, etc.) and the level of responsibility you were given for financial transactions:

3) Do you have experience working in a fast-paced environment?

If yes, where? _____

Please give a brief description of the operation(s) and your duties:

4) Do you have specific experience working in a ticket office?

If yes, where? _____

Please give a brief description of the operation(s) and your duties:

5) Provide an example of your ability to work with deadlines and how you handle multitasking under pressure:

6) Describe a difficult work situation and how you overcame it:

7) Please tell us what interests you about working at the UO Ticket Office and why you are a good fit for this position:

8) If you were a cartoon character, who would you be and why? (This is not a trick question, just a fun way to help us get to know you a little better! :)

Electronic Signature: _____ Date: _____

By my signature, I certify that all statements on this application are true and complete to the best of my knowledge.

Please read the job description carefully and make sure both your application form and this questionnaire include all the information needed to show you to be a qualified candidate for this position.

Be sure to submit your:

***Résumé *Application *Questionnaire *Current Class Schedule**

Email application materials to: ticket@uoregon.edu