

UO TICKET OFFICE AGENT

UO Ticket Office
(Approximately 10-25 hrs/week)

General Overview of UO Ticket Office

The UO Ticket Office is a professional ticket outlet that sells event and concert tickets for venues all over Oregon through a variety of ticket systems. We are a ticket outlet for the Hult Center, TicketsWest, WOW Hall, and Hi-Fi Music Hall. We also are the ticket office for university departments (University Theater, the School of Music and Dance) and EMU departments (CSI and ASUO Student Groups)

General Statement of Responsibilities

Performs all duties involved with ticket sales and other services for the UO Ticket Office. Requires a high degree of judgement and independent application of ticket office procedures. High level of customer service and interaction with the public. Fast paced, information intense, multi-task environment.

Must be available to work a flexible schedule including mornings, evenings, and weekends.

Examples of Duties Performed – Duties may include, but are not limited to, the following

- Meets and interacts with public in person and on the phone
- Performs ticket sales transactions on computerized ticketing systems and hard tickets
- Gives and receives event and service information
- Makes cash, check, bankcard, and campus cash transactions
- Performs daily opening, closing and reconciliation duties
- **Works at a variety of off-site locations**
- Performs non-ticket sales related duties including taking and processing passport photos, passport center processing, collection of EWEB bill payments, EMU office key check out, transmitting faxes etc

Knowledge, Skills, and Abilities

Knowledge: Business and customer service etiquette, basic math

Skills: Working with money and making change, type with speed and accuracy, POS entry, data entry, accurately adhere to process guidelines.

- Ability to:**
- Exercise good judgment, courtesy, and tact in public contacts
 - Understand and follow verbal and written instructions
 - Maintain accurate records
 - Learn, follow and adhere to Passport Acceptance Center rules, regulations and process instructions.
 - Do multiple functions at once, e.g. speak on the phone and type/enter data
 - Stand and/or sit for long periods of time
 - **Learn assigned tasks readily, and adhere to prescribed procedures**
 - Communicate well both in person and over the phone
 - Work independently in accordance with established department policies
 - Work well under time pressure
 - Do repetitive tasks with accuracy
 - Work in small space with other employees
 - Be self-motivated
 - Work independently with little supervision
 - Be accurate and efficient... Be accurate in busy, stressful situations
 - Handle large amounts of cash accurately
 - Problem solve

Experience and Training

Experience in ticket office work, retail sales, office work, banking or other service industry, which included direct public contact in a fast paced environment.

Application Process

You must submit the attached **application form, supplemental questionnaire, resume, and copy of your applicable term class schedule** to be considered for a position. The forms need to be returned to the Ticket Office in person, or by email at ticket@uoregon.edu. For more information you can contact the Ticket Office at 541-346-4363.

UO Ticket Office

Student Employment Application

Date: _____

Student ID Number: _____

Name: _____

Address: _____

Email Address: _____ Phone #: _____

Have you worked for the U of O before? _____

If yes, list departments and supervisors

1. _____
2. _____
3. _____

Class Level: (Circle)

F S J S GD

Are you authorized for workstudy? _____

Other: _____

Scheduled graduation date: Term _____ Year _____

AVAILABILITY: Position works events which can take place 7 days a week, mornings, afternoons, evenings, and weekends.

Are you available to work flexible shifts? **YES NO**

If No, please give the reason _____

Date available: _____ Maximum hours per week preference: _____

GENERAL SKILLS: Do you have basic skill or knowledge with

Cash Handling	YES	NO	Customer Service	YES	NO
POS/cash register	YES	NO	Computer data input	YES	NO
Bankcard Transactions	YES	NO	Register/Retail Opening Procedures	YES	NO
WORD	YES	NO	Register/Retail Closing Procedures	YES	NO
EXCEL	YES	NO			

Computer Ticketing Systems YES NO (If yes, list which systems)

Other strengths which may be applicable to this position: _____

*****Please attach a copy of your current Term class schedule*****

(Over)

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Supplemental Questionnaire:

In order to assist us in evaluating you as a candidate for this position, we ask that you complete the questions below. (It is ok to attach a separate sheet with answers)

1. Describe your experience in a position involving customer service. Please include your job title(s) and a brief description of your duties.
2. Have you had experience handling money and making change? Have you had cash register experience? If yes, where? Please give a brief description including types of transactions and level of responsibility with regard to financial transactions.
3. Do you have specific experience working in a ticket office? If yes, where? Please give a brief description of the operation and your duties.
4. Do you have experience working in a fast paced environment? If yes, where? Please include a brief description of the operation and your duties.
5. Give an example of your ability to work with deadlines and how you cope with work pressure.
6. Describe a difficult work situation, and how you overcame it.
7. Why are you a good fit for this position?
8. Why do you want to work while you are going to school?
9. If you were a cartoon character, who would you be?

WORK EXPERIENCE:

**** Please attach work history and resume. (Include volunteer work) ****

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. ***