

UO TICKET OFFICE AGENT

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

General Overview of UO Ticket Office

The UO Ticket Office provides a variety of professional ticket sales services for events taking place on the UO Campus, Eugene, Springfield and the surrounding area.

Requirements

- **Must be available to work a flexible schedule including early mornings, evenings, and weekends.**
- Must have at least 2 years of experience in a position which required a high level of customer interaction and exceptional customer service skills.
- Must have experience handling cash and making change without the assistance of a POS system.
- Must be able to effectively learn, retain, and communicate information to customers and clients.
- Must be able to take and retain verbal direction and instruction.
- Must be able to seamlessly perform all the steps required to assist customers with the ticket purchase process both in person and over the phone.
- Must be able to multi-task, work quickly and efficiently under pressure and still provide excellent customer service.

General Statement of Duties Performed

- 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
- Performs daily opening, closing and reconciliation duties
- **Works at a variety of off-site locations**
- Performs non-ticket sales related duties

Required Abilities

- Exercise good judgment, courtesy, and tact in public contacts
- Learn, follow and adhere to Passport Acceptance Center rules, regulations and process instructions.
- Stand and/or sit for long periods of time
- **Learn assigned tasks readily, and adhere to prescribed procedures**
- Work independently in accordance with established department policies
- Work well under time pressure and be accurate and efficient in busy stressful situations
- Handle large amounts of cash accurately
- Problem solve

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 department(s) and supervisor(s) _____

Are you authorized for Workstudy? _____

Class Level:

F S J S GD

Scheduled graduation date: Term _____ Year _____

AVAILABILITY:

Position works events which take place all days of the 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
EXCEL	YES	NO	Register/Retail Closing Procedures	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)

UO TICKET OFFICE AGENT

Supplemental Questionnaire:

In order to assist us in evaluating you as a candidate for this position, we ask that you complete the questions below. 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 and why?

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. ***