

# 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 and registration services for performance, conference, student sponsored and community events taking place on the UO Campus, and the surrounding communities.

The Ticket Office is also a certified US Passport Acceptance Center and performs passport acceptance services for both the UO and surrounding communities.

***To note: applicants must be available to work during the Summer of 2021***

## 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.
- Must be able to complete passport acceptance agent certification training, and perform all duties and services of a passport agent.

## General Statement of Duties Performed

- Meets and interacts with public in person and on the phone
- Performs ticket sales transactions on computerized ticketing systems
- Performs passport acceptance transactions
- 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](mailto:ticket@uoregon.edu). For more information you can contact the Ticket Office at 541-346-4363.

# Student Employee Application

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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:** \_\_\_\_\_ **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

Customer Service

POS/cash register

Computer data input

Bankcard Transactions

Register/Retail opening procedures

EXCEL

Register/Retail closing procedures

Computer Ticketing Systems (If yes, which ticketing systems used) \_\_\_\_\_

Other strengths which may be applicable to this position: \_\_\_\_\_

\_\_\_\_\_

# 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?

**D`YUgY`VY`g j fY`hc`UHLW:**

**\*Resume \*Questionnaire Answers \*Current Term Class Schedule**

Email application packet to [ticket@uoregon.edu](mailto:ticket@uoregon.edu)

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. \*\*\*