

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 Facility and performs passport acceptance services for both the UO and surrounding communities.

## 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 (office/clerical, etc.)

## 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 hectic sales situations
* Handle large amounts of cash accurately
* Problem-solve under pressure
* Attention to detail

## 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.



Date: Click/tap to enter a date. Student ID Number: Click/tap here to enter text.

Name: Click/tap here to enter text.

Address: Click/tap here to enter text.

Email: Click/tap here to enter text. Phone: Click/tap here to enter text.

Have you worked for the UO before? Select One. If yes, list department(s) & supervisor(s)

 Click/tap here to enter text.

Are you authorized for Workstudy? Select One.

Class Level: Select One. Anticipated graduation Term: Select One. Year: Select One.

# **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

 Click or tap here to enter text.

 Date available: Click/tap to enter a date. Max hours per week preference: Click/tap here to enter text.

**GENERAL SKILLS**: Do you have basic skill or knowledge with

Cash Handling Select One.

Cash Register Select One.

Bankcard Transactions Select One.

Excel/Word Select One.

Computer Ticketing Systems Select One.

Other strengths which may be applicable to this position:

Click or tap here to enter text.

Customer Service Select One.

Computer data input Select One.

Register/Retail opening procedures Select One.

Register/Retail closing procedures Select One.

(If yes, which ticketing systems used) Click/tap here to enter text.

*In order to assist us in evaluating you as a candidate for this position, we ask that*

*you complete the questions below. Please answer questions in the space provided on the next page.*

1. Describe your experience in a position involving customer service. Please include your job title(s) and a brief description of your duties.

Click or tap here to enter text.

1. Have you had experience handling money and making change? Have you had cash register experience?

Click or tap here to enter text.

* + If yes, where?

Click or tap here to enter text.

* + Please give a brief description including types of transactions and level of responsibility with regard to financial transactions.

Click or tap here to enter text.

1. Do you have specific experience working in a ticket office?

Click or tap here to enter text.

* + If yes, where?

Click or tap here to enter text.

* + Please give a brief description of the operation and your duties.

Click or tap here to enter text.

1. Do you have experience working in a fast-paced environment?

Click or tap here to enter text.

* + If yes, where?

Click or tap here to enter text.

* + Please include a brief description of the operation and your duties.

Click or tap here to enter text.

1. Give an example of your ability to work with deadlines and how you cope with work pressure.

Click or tap here to enter text.

1. Describe a difficult work situation, and how you overcame it.

Click or tap here to enter text.

1. Why are you a good fit for this position?

Click or tap here to enter text.

1. If you were a cartoon character, who would you be and why? (This is not a trick question, we just really like cartoons)

 Click or tap here to enter text.

**Please be sure to submit:**

**\*Resume \*Application/Questionnaire \*Current Term Class Schedule**

Email application packet to ticket@uoregon.edu

Electronic Signature: Click/tap here to enter text. Date: Click/tap to enter a 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. \*\*\*