

- I. **Title:** University Ticketing & Information Center Assistant (UTICA)
- II. **Description/Scope:** The Assistant is responsible for maintaining constant communication and providing accurate information to the University Union customers, UWGB students, faculty, staff and community members; referring them to the appropriate location or personnel to handle their questions/concerns. Responsibilities also include ticket sales for events on and off campus, processing shipments through USPS services, retail sales of other merchandise and other services. The Assistant is additionally responsible for the production of campus ID cards for students, faculty, staff and guests.
- III. **Supervisor:** Ticketing & Information Services Manager and UTIC Coordinator
- IV. **Pay Rate: \$12.25/hour** (effective Jan. 2024)  
*\*Compensation according to the University Union Wage Rate Guidelines (updated winter 2023)*
- V. **Time Commitment:** The Assistant is required anywhere from 5-20 hours per week depending on their availability and desired hours. Weekends shifts and special events (on campus) are required to be staffed as well.
- VI. **Responsibilities:**
  - a. Serve as the initial contact for students, faculty, staff and visitors to the University Union and UW-Green Bay main campus.
  - b. Provide professional, courteous and effective customer service to all customers via a multi-line phone, virtual chat via Microsoft Teams, email or in person.
  - c. Be knowledgeable of current information regarding the college campus, departments, additional campuses and the surrounding community in order to transfer phone calls to the appropriate personnel and provide precise directions based on customer needs.
  - d. Create new and replacement ID cards as well as troubleshoot ID card production related issues. Possess a general understanding of the multiple types of ID cards created and how they integrate with different software/processes across campus.
  - e. Process Phlash Cash point deposits. Assist students and faculty/staff with Meal Plan purchases and questions.
  - f. Process sales of stamp and shipping materials. Process shipments through USPS website.
  - g. Assist with distribution of bus passes, graduation materials, OZZI tokens, and bike licenses.
  - h. Process sales of campus gift cards. Accept and record student organization deposits.
  - i. Provide additional services such as key check-out, mail sorting, day-of event assistance, class cancellation notifications, and printer kiosk assistance.
  - j. Maintain accurate campus 'lost and found' records via Excel spreadsheet.
  - k. Operate the cash register and ticketing software according to set cash handling procedures for retail items and services through the Ticketing & Information Center, following current PCI Compliance policies and procedures.
  - l. Process ticket sales for on- and off-campus venues using Paciolan ticketing software, including Phlash Tix sales. Become familiar with multiple venue layouts.
  - m. Staff the box office for UWGB Music and Theatre events. Sell tickets for SEC trips and events.
  - n. Possess a general understating of common terminology used in the Performing Arts industry.
  - o. Perform area opening and closing duties including security practices, completing daily reports and daily cleaning tasks.
  - p. Attend weekly staff meetings. Attend/complete all Union and University in-person and online trainings.
  - q. Enforce campus and University Union policies and procedures.
  - r. Assist with other duties as assigned by the Ticketing & Information Services Manager and UTIC Coordinator, such as special projects or calling campaigns.

**VII. Qualifications:**

The Assistant must be efficient, dependable and able to carry out instructions independently. A professional demeanor, in addition to strong communication and customer service skills are imperative. Computer knowledge and skills of Microsoft Office, Excel, Outlook and Teams are preferred. A strong understanding of campus and University Union programs and operations is also preferred.

\*\*All University Union employees must be enrolled in at least 6 undergraduate or 5 graduate credits per semester have a minimum of 3 semester of schooling remaining at time of hire.

Updated: 1/5/2023

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