I. **Title:** University Ticketing and Information Center Athletics Coordinator

II. **Description/Scope:** The Athletics Coordinator's primary task is to manage the Box Office for the day of athletic events, and aid in the ticket sale processes, distribute pre-purchased tickets, assist in season ticket management, and also to provide information to University Ticketing patrons at the Ticketing and Information Center and the various other box office locations on campus where athletic events are held. This position will sell and process tickets using the ProVenue computerized ticketing system. He/she is responsible for providing excellent customer service while maintaining accuracy in monetary transactions, including cash, credit cards and reports. The Athletics Coordinator, in conjunction with the Information Center Coordinator, acts as the primary liaison between the Customer Service Manager and student employees. This individual must possess a basic understanding of all the University Union’s policies and procedures and adhere to the University Union’s mission statement. This person is also responsible for the training and development of student employees, as well as managing the box office for on campus events, providing excellent customer service, and making reservations for internal and external customers. The ideal candidate must be trustworthy, dependable and possess the ability to work well independently and in team settings on projects. This position is customer service-focused and will require flexible scheduling to meet customers’ needs.

III. **Supervisor:** Customer Service Manager

IV. **Pay Level:** 4
   
   *Compensation according to the University Union Wage Rate Guidelines (updated fall 2013)*

V. **Time Commitment:**
   Applicant must be able to work 15-20 hours per week during the academic year and 20-40 hours per week during the summer.
   The applicant must also have night and weekend availability.
   The applicant is required to work all Athletic events (Men’s & Women’s Soccer, Women’s Volleyball, and Women’s Basketball) and occasionally work at the Resch Center (in Ashwaubenon) for Men’s Basketball events.

VI. **Responsibilities:**
   **Ticketing:**
   - Must be able to work in a fast-paced, University inter-collegiate Athletics ticket office.
   - Serve as the liaison between the Athletics Office and the University Union staff regarding ticketed athletic events. Attend regular meetings as necessary.
   - Update athletic informational binders yearly with schedules, event-by-event promotions and club team lists (basketball, soccer, and volleyball).
   - Interact with donors, alumni, students, faculty, staff, administration, coaches, group leaders, sponsors, season ticket holders and the general public to achieve customer satisfaction in working through issues and discrepancies.
   - Coordinate event staffing for various box offices on campus, including for Phoenix Athletics events and UW-Green Bay Theatre/Music performances.
   - Assist with special event ticket distribution and line management.
Preparation before each Athletic event, including preprinted tickets for hard-ticketed event and printing will call, processing gate reports, gathering employee work shirts and coordinating change funds. Update box office staff on last minute changes or promotions prior to the box office opening.

Manage box office for each athletic event. Have ability to make executive decisions and use supervisor/administrator access in ticketing software to resolve customer service issues.

Prepare and reconcile ticket sales via ProVenue ticketing software, as well as troubleshoot ticket printing issues. Generate sales and attendance reports for all Athletic games.

Oversee and process sales efforts involving season tickets, partial plans, premium sales and group tickets (via credit cards, business checks and personal checks).

Process season ticket renewals including seat upgrades, additional ticket requests, new season ticket packages, and cancellations.

Record and track athletic hours worked by Union student staff, and assist in accurately billing Athletic Department at the end of the season.

Assist in coordination and mailing of season ticket batch printing for both Men’s and Women’s basketball seasons.

Assist in roll-out and processing of tournament ticket packages for Horizon League Tournaments for both Men’s and Women’s sports (if hosted by UW-Green Bay)

Attend and staff special additional promotional events at both the Kress Events Center and the Resch Center.

Other:

Serve as the initial contact person for students, faculty/staff and all visitors to the University Union and UW-Green Bay Campus.

Provide professional, courteous and effective customer service to all via a multi-line phone, email or in-person interaction.

Must possess a good understanding of computer systems and must be detailed-oriented. The candidate must be able to take direction and work well with others.

Maintain familiarity with current information regarding the college campus, departments, and surrounding community in order to give precise directions and up-to-date information based on customer needs.

Supervise and assist in all areas of the overall operation, including: information, customer service, inventory and ticket sales (including non-ticketed events for Office of Student Life and University Union).

Continual update of the primary information sharing program (Microsoft OneNote).

Initiate, oversee and coordinate employee recruitment, the interview process, candidate selection, hiring, scheduling, training, and evaluation of the department’s employees.

Provide continual training for student employees in the following areas: customer service, cash handling, proper use of registers and other equipment, ProVenue ticketing software, ID Services, EMS reservation software, and University Union policies and procedures.

Assist with creating and updating various department publications including job descriptions, evaluations, brochures, policies and procedures.

Actively seek out ways to create efficiencies, eliminate waste and better organize processes within the department.

Attend monthly coordinator meetings as planned by the University Union’s Student Personnel-Administrative Coordinator.

Ability to process new and replacement IDs, as well as troubleshoot all ID related issues.

Process passport photos.

Monitor and account for USPS and UPS mailing services, Marcus movie passes, track and record sales for stamps, gift cards, key check-out, and other services using tracking methods such as spreadsheets and other digital documents.

Maintain accurate campus lost and found records via Microsoft Excel spreadsheets.

Must possess an understanding of emergency procedures and attend training whenever possible on emergency related procedures, and perform accordingly during these situations.
Follow-up on weekly cleaning duties
Assist with other duties as assigned by the Customer Service Manager and Event Support Coordinator.

VII. Qualifications:
- Ability to demonstrate a positive attitude, as well as an energetic and enthusiastic demeanor.
- Must be able to speak clearly, listen and ask for clarification when needed. Must also exhibit objectivity and openness to others' views by displaying self-control and remaining professional while solving problems or issues, dealing with upset customers, upset customers, and during unexpected emergencies, etc.
- Must have ability to maintain confidentiality when resolving student or staff concerns and make decisions independently.
- Must possess excellent customer service-focused communication, problem-solving and quality improvement skills through face-to-face, over the phone and virtual interactions with clients and staff.
- Ability to organize and follow-up on activities and self-direct work responsibilities and duties, as well as function in a multi-team environment.
- Balance phone calls, walk-up customers and coordinator duties when within the work place’s changing pace, ranging from extremely busy to average. Must have the ability to easily adjust to these paces and remain productive at all times.
- Operate and trouble-shoot equipment such as telephones, computers, copiers, calculators, fax machines, ticket and document printers, cash registers, ticket scanners, etc.
- Present an appropriate professional appearance at all times while working.
- Previous customer service and cash handling experience is preferred but not required to apply.

**All University Union employees are required to take at least 6 undergraduate or 5 graduate credits per semester with a minimum cumulative GPA of 2.0.**

Updated 10/2012