I. **Title:** University Ticketing and Information Center Assistant (UTICA)

II. **Description/Scope:** The UTICAs are responsible for maintaining constant communication and providing accurate information to University Union customers, UWGB Students, Faculty and Staff, and community members, referring them to the appropriate location or personnel to handle their questions and concerns. Responsibilities also include ticket sales for events on and off campus, and retail sales of other merchandise and services. UTICAs are additionally responsible for creating room reservations for on campus events and meetings, and the production of campus ID cards for students, faculty, and staff.

III. **Supervisor:** University Ticketing and Information Services Coordinators & Ticketing and Information Services Manager

IV. **Pay Level:** 2

*Compensation according to the University Union Wage Rate Guidelines (updated fall 2013)*

V. **Time Commitment:** Work hours will vary depending on building hours of operation and the employee’s availability. Generally, team members will work weekday (incl. evening) shifts at the University Ticketing & Information Center, 4-6 events per month staffing the box office at athletic or performing arts venues, and at least 2 weekends per month at the UTIC (required condition of employment).

VI. **Responsibilities:**

- Provide accurate information to University Union customers in person, over the telephone, or by email. Communicate in a timely and professional manner. Assist with customer needs for current events within the University Union. Assist with enforcement of campus and University Union policies and procedures.
- Assist customers, student organizations, and campus departments with faxing services. Accept posters and banners to be posted within the University Union.
- Operate the cash register and ticketing software according to set cash handling procedures for retail items and services through the University Ticketing & Information Center.
- Provide single and season ticket sales using ticketing software. Process ticket sales for Green Bay Athletics events at the Kress Events Center and Santaga Stadium. Process ticket sales for performing art events at the Weidner Center and University Theatre. Includes staffing box office on day or evening of event.
- Provide ticketing services as a Ticket Star Outlet (ticketing for venues throughout the Green Bay area).
- Act as the primary communication link for offices and services located within the University Union as well as the UW-Green Bay Athletics department, UWGB Theatre & Music departments, and the Weidner Center administration.
- Process registration for non-ticketed events for UWGB students. Process event deposits for UWGB departments.
- Create new and replacement campus ID cards for students, faculty, and staff.
- Create basic reservations using Reservations software for University Union and other on campus rooms for UWGB student orgs and departments.

Updated 6/13
- Assist and process both USPS and UPS shipments for the UWGB departments and customers.
- Filing, data entry, stuffing envelopes, sorting mail, and other duties as assigned.
- Perform area opening and closing duties including security practices, completing daily reports, and cleaning tasks.

VII. Qualifications:
UTICA’s must be efficient, dependable, and able to carry out instructions independently. A professional demeanor, in addition to strong communication and customer services skills are imperative. Computer skills, including knowledge of Microsoft Word and Excel, are preferred. A strong understanding of campus and University Union programs and operations is extremely valuable.

**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.**