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 both USPS and UPS services, and retail sales of other merchandise and 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:** $10.00/hour

   *Compensation according to the University Union Wage Rate Guidelines (updated winter 2022)*

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. Provide professional, courteous and effective service to all customers via a multi-line phone, email or in person.
   b. Be knowledgeable of current information regarding the college campus, departments and surrounding community in order to give precise directions based on customer needs.
   c. Assist in the following areas: customer service, sorting mail, maintaining inventory and ticket sales.
   d. Process new and replacement ID cards as well as troubleshoot all ID related issues.
   e. Process shipments through USPS and UPS mailing services
   f. Retail sales of sales of stamps and shipping supplies, Marcus movie passes and gift cards.
   g. Provide services such as OZZI token distribution, locker reservations, key check-out, student org payments.
   h. Maintain accurate campus ‘lost and found’ records via Excel spreadsheet.
   i. Operate the cash register and ticketing software according to set cash handling procedures for retail items and services through the Information Center.
   j. Staff the box office for UWGB Music and Theatre events, sell tickets for SEC trips.
   k. Possess a general understating of common terminology in the Performing Arts industry. Become familiar with venue layout for on- and off-campus venues.
   l. Perform area opening and closing duties including security practices, completing daily reports and cleaning tasks.
   m. Attend weekly staff meetings.
   n. Complete weekly cleaning duties.
   o. Enforce campus and University Union policies and procedures.
   p. Assist with other duties as assigned by the Ticketing & Information Services Manager and UTIC Coordinator.

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: 01/12/22*