

- I. **Title:** University Ticketing & Information Center Coordinator (UTIC Coordinator)
- II. **Description/Scope:** The UTIC Coordinator acts as the primary liaison between the Ticketing & Information Services Manager and student employees. The Coordinator must have a basic understanding of all University Union policies and procedures adhering to the University Union mission statement. The Coordinator is also responsible for the training and development of student employees as well as managing the box for on campus events, providing excellent customer service. The ideal candidate must be reliable, dependable and possess the ability to work independently and in team settings. This position is customer service-focused and will require flexible scheduling to meet customers' needs.
- III. **Supervisor:** Ticketing & Information Services Manager
- IV. **Pay Rate: \$13.00/hour**
**Compensation according to the University Union Wage Rate Guidelines (updated winter 2023)*
- V. **Time Commitment:** The Coordinator must be available to work 15-25 hours per week during the academic year and 20-40 hours per week during the summer. The Coordinator must also have night and weekend availability. The Coordinator must be able to work several university Theatre productions during each event run (3-4 runs per academic year).
- VI. **Responsibilities:**
 - a. Serve as the initial contact for students, faculty, staff and visitors to the University Union and UW-Green Bay 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. Actively seek out ways to create efficiencies, eliminate waste and better organize processes within the department.
 - d. 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.
 - e. Supervise and provide training for student employees in the following areas: customer service, cash handling and PCI compliance, proper use of registers and other equipment, mailing services, ticket sales via Paciolan ticketing software, ID card production and University Union policies and procedures.
 - f. Maintain up-to-date job descriptions, manuals, policies and procedures in both electronic form and Canvas new employee training.
 - g. Initiate and coordinate job posting, interviews, training and scheduling of the UTIC Assistants. Assist with annual UTIC Assistant feed-back sessions.
 - h. Coordinate weekly UTIC staff meetings. Attend monthly Coordinator meetings as planned by the University Union. Attend/complete all Union and University in-person and online trainings.
 - i. Manage the box office for UWGB Music and Theatre events and have the ability to make executive decisions. Maintain communication between the house manager while staffing events through the use of radio or face-to-face collaboration.
 - j. Troubleshoot ticket printing and ticket software issues.
 - k. Possess a general understanding of common terminology in the Performing Arts industry as well as multiple venue layouts.
 - l. Oversee ticket sales and collection of required forms for SEC student trips. Assist with follow-up on missing documentation.
 - m. Gain in-depth knowledge of the ID system structure, as well as troubleshoot ID related issues.
 - n. Monitor USPS mailing services and retail sales of stamps, shipping supplies, and UWGB gift cards.
 - o. Oversee distribution of OZZI tokens, graduation materials, and bus passes. Supervise processes performed by UTIC Assistant such as locker reservations, student org payments, key check-out, printer kiosk assistance and other services.

- p. Maintain accurate campus 'lost and found' records via Excel spreadsheet.
- q. Follow up on weekly checklist for UTIC Assistants.
- r. Assist with other duties as assigned by the Ticketing & Information Services Manager.

VII. Qualifications:

- a. Demonstrate a positive attitude, energetic and enthusiastic demeanor.
- b. Exhibit objectivity and openness to others' views, displaying self-control while remaining professional during problem-solving issues, helping upset customers, reacting to emergencies, etc.
- c. Have ability to maintain confidentiality when resolving student or staff concerns and making decisions independently.
- d. Possess excellent customer service, problem-solving and communication skills.
- e. Have ability to organize and follow up on activities and self-direct work responsibilities and duties as well as functioning in a multi-team environment.
- f. Operate and troubleshoot equipment such as phones, computers, copier, printers, scanner, fax machine and cash registers.
- g. The Coordinator must remain professional at all times.
- h. Previous customer service and cash handling experience is preferred but not required to apply.

**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: 3/9/23

