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:** $11.00/hour

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.

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 service to all customers via a multi-line phone, email or in person.
   c. Actively seek out ways to create efficiencies, eliminate waste and better organize processes within the department.
   d. Be knowledgeable with current information regarding the college campus, departments and surrounding community in order to give precise directions based on customer needs.
   e. Supervise and assist in the following areas: customer service, maintaining inventory and ticket sales.
   f. Provide training for student employees in the following areas: customer service, cash handling, proper use of registers and other equipment, mailing services, Paciolan ticketing software, ID services and University Union policies and procedures.
   g. Maintain up-to-date job descriptions, evaluations, brochures, manuals, policies and procedures documentation.
   h. Initiate and coordinate hiring, scheduling, training and evaluation of the UTIC Assistants.
   i. Coordinate weekly UTIC staff meetings. Attend monthly Coordinator meetings as planned by the University Union.
   j. 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.
   k. Troubleshoot ticket printing and ticket software issues.
   l. Possess a general understanding of common terminology in the Performing Arts industry as well as multiple venue layouts.
   m. Oversee ticket sales and collection of required forms for SEC student trips.
   n. Gain in-depth knowledge of the ID system structure, as well as troubleshoot ID related issues.
   o. Monitor USPS and UPS mailing services and retail sales of stamps, shipping supplies, Marcus movie passes, and UWGB gift cards.
   p. Oversee OZZI token distribution, locker reservations, student org payments, key check-out and other services.
   q. Maintain accurate campus ‘lost and found’ records via Excel spreadsheet.
   r. Follow up on weekly cleaning duties.
   s. 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 no 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.

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