I. **Title:** University Ticketing & Information Center Coordinator

II. **Description/Scope:** The University Ticketing & Information Center (UTIC) Coordinator is responsible for the training, scheduling and providing feedback for the University Ticketing & Information Center Assistants (UTICAs) as well as acting as a liaison between the student employees and the Ticketing & Information Services Manager. The UTIC Coordinator manages the box office for select on-campus events and provides excellent customer service. The UTIC Coordinator must possess a basic understanding of the University Union’s policies and procedures, and adhere to the University Union’s mission statement. The ideal candidate must be trustworthy, dependable, be a self-starter, and possess the ability to work well independently as well as in a team setting. This position is customer service-focused and will require a flexible schedule to fill the needs of the department.

III. **Supervisor:** Ticketing & Information Services Manager

IV. **Pay Level:** 5
*Compensation according to the University Union Wage Rate Guidelines (updated spring 2014)*

V. **Time Commitment:** Applicant must be able to work 15-20 hours per week during the academic year (not to exceed 25 hours, per the Affordable Care Act guidelines).

20-40 hours per week during the summer is preferred. Summer employment is not required, but applicant must be able to return in mid-August for projects and training.

The applicant must also have night and weekend availability.

VI. **Responsibilities:**
- Maintain familiarity with the UW-Green Bay main and branch campuses, departments, and the surrounding community in order to provide accurate information and directions.
- Update the primary information sharing program (Microsoft OneNote).
- Provide professional, courteous and effective service to all via a multi-line phone, email or in person.
- Actively seek out ways to create efficiencies, eliminate waste and better organize processes within the department.
- Follow up on weekly checklist for UTICAs and assign additional tasks as needed.
Monitor and account for USPS and UPS mailing services and postage, retail items, 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 Excel spreadsheet. Enforce Lost and Found policy to properly dispose of unclaimed items on a monthly basis.

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

Coordinate student staffing for the UTIC desk, as well as box office staffing for various venues on the UW-Green Bay main campus for UW-Green Bay department events.

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

Initiate and coordinate hiring, scheduling, training, and evaluation of the assistants.

Assist with creation and updating of various publications including job descriptions, employee feedback forms, brochures, policies and procedures.

Process new and replacement IDs, as well as troubleshoot ID software and printer related issues.

Manage venue box offices for UW-Green Bay department events and have the ability to make executive decisions. Communicate with house management.

Operate and trouble-shoot equipment such as telephones, computers, copiers, printer kiosks, fax machines, ticket printers and software, ID printers, cash registers.

Present an appropriate professional appearance at all times while working.

Assist with other duties as assigned by the Ticketing & Information Services Manager.

VII. Qualifications:

- Must possess excellent customer service-focused communication, problem-solving and quality improvement skills, face-to-face, over the phone and via email.
- Must be able to balance phone calls, walk-up customers, and coordinator duties while ranging from extremely busy to relatively quiet.
- Must be able to work in a fast-paced office environment.
- Must be detailed-oriented.
- Must demonstrate a positive attitude, energetic and enthusiastic demeanor.
- Must has the ability to organize and follow up on activities and self-direct work responsibilities and duties, as well as functioning in a team environment.
- Must be able to speak clearly, listen and get clarification when needed.
- Must also exhibit objectivity and openness to others' views; display self-control and remain professional while problem-solving problems or issues, upset customers, unexpected emergencies, etc.
- Must have ability to maintain confidentiality, when resolving student or staff concerns and make decisions independently.
- Must possess an understanding of emergency procedures and be able to perform and give direction effectively when faced with an emergency.
- Must possess a good understanding of computers and printers, and computer software such as Microsoft Office.
- Previous customer service and cash handling experience is preferred 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 2.25.**