

UO TICKET OFFICE AGENT

UO Ticket Office
(Approximately 10-25 hrs/week)

Salary: \$9.25 per hour starting

General Statement of Duties

Performs all duties involved in computerized and hard ticket sales and other services for the UO Ticket Office and off-site locations. Requires a high degree of judgement and independent application of ticket office procedures. High level of customer service and interaction with the public. Fast paced, information intense, multi-task environment.

Must be available to work a flexible schedule including mornings, evenings, and weekends.

Examples of Duties Performed – Duties may include, but are not limited to, the following

- Meets public and performs ticket office functions in person and on the phone with 6 computerized ticketing systems and hard tickets
- Gives and receives event and service information
- Performs sales responsibilities, including promoting season ticket sales, and special promotions
- Makes cash, check, bankcard, purchase order, and campus cash transactions
- Performs a variety of routine duties, which involve tabulation, tracking, and checking forms
- Receives and fills ticket orders by phone, mail, and walk in
- Performs daily opening, closing and reconciliation duties
- Sells tickets and performs all other ticket office functions and operations at a variety of “off-site” event locations
- Performs non-ticket duties of the office including taking and processing passport photos, collection and calculation of EWEB bill payments, EMU office key check out, transmitting faxes etc.
- Data entry
- Make money deposits
- Performs all other functions necessary to ticket office operations
- Performs other related duties as assigned

Knowledge, Skills, and Abilities

Knowledge: Business and customer service etiquette, basic math

Skills: computers, working with money and making change, ten key, type with speed and accuracy, cash register, data entry

Ability to:

- Exercise good judgment, courtesy, and tact in public contacts
- Understand and follow verbal and written instructions
- Maintain accurate records
- Do multiple functions at once, e.g. speak on the phone and type/enter data
- Stand and/or sit for long periods of time
- **Learn assigned tasks readily, and to adhere to prescribed procedures**
- Communicate well both on the phone, in person, and in writing
- Work independently in accordance with established department policies
- Work well under time pressure
- Do repetitive tasks with accuracy
- Work in small space with other employees
- Be self-motivated
- Work independently with little supervision
- Be accurate and efficient... Be accurate in busy, stressful situations
- Handle large amounts of cash accurately
- Problem solve

Experience and Training

Experience in ticket office work, retail sales, office work, banking or other service industry, which included direct public contact in a fast paced environment.

Application Process

You must submit the attached **application form**, **supplemental questionnaire**, **resume**, and **copy of your fall term class schedule** to be considered for a position. The forms need to be returned to the Ticket Office in person, or by email at **ticket@uoregon.edu**. For more information you can contact the Ticket Office at 541-346-4363.

UO Ticket Office Student Employment Application

Date: _____

Student ID Number: _____

Name: _____

Local Address: _____ Phone #: _____

Permanent Address: _____ Phone #: _____

Email Address: _____

Have you worked for the U of O before? _____

If yes, list departments and supervisors

1. _____
2. _____
3. _____

Class Level: (Circle)

F S J S GD

Are you authorized for workstudy? _____

Other: _____

Scheduled graduation date: Term _____ Year _____

AVAILABILITY: Are you available to work

Breaks between terms:	YES	NO	(If No, reason) _____
Summers:	YES	NO	(If No, reason) _____
Evenings:	YES	NO	(If No, reason) _____
Nights: (until midnight)	YES	NO	(If No, reason) _____
Weekends:	YES	NO	(If No, reason) _____

Date available: _____

*****Please attach a copy of your Fall Term class schedule*****

GENERAL SKILLS: Do you have basic skill or knowledge with

Cash Handling	YES	NO	Customer Service	YES	NO
Cash Register	YES	NO	Computer data input	YES	NO
Bankcard Transactions	YES	NO	Register/Retail Opening Procedures	YES	NO
WORD	YES	NO	Register/Retail Closing Procedures	YES	NO
EXCEL	YES	NO			

Computer Ticketing Systems YES NO (If yes, list which systems)

Other strengths which may be applicable to this position: _____

(Over)

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Supplemental Questionnaire:

In order to assist us in evaluating you as a candidate for this position, we ask that you complete the questions below. (It is ok to attach a separate sheet with answers)

1. Describe your experience in a position involving customer service. Please include your job title(s) and a brief description of your duties.
2. Have you had experience handling money and making change? Have you had cash register experience? If yes, where? Please give a brief description including types of transactions and level of responsibility with regard to financial transactions.
3. Do you have specific experience working in a ticket office? If yes, where? Please give a brief description of the operation and your duties.
4. Do you have experience working in a fast paced environment? If yes, where? Please include a brief description of the operation and your duties.
5. Give an example of your ability to work with deadlines and how you cope with work pressure.
6. Describe a difficult work situation, and how you overcame it.
7. Why are you a good fit for this position?
8. Why do you want to work while you are going to school?
9. If you were a cartoon character, who would you be?

WORK EXPERIENCE:

**** Please attach work history and resume. (Include volunteer work)****

Signature: _____ Date: _____

By my signature I certify that all statements on this application are true and complete to the best of my knowledge.

***Please read the job description carefully and make sure both your application form and this questionnaire include all the information needed to show you to be a qualified candidate. ***