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.
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

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<thead>
<tr>
<th>Skill</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Cash Handling</td>
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<td>Cash Register</td>
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<td>Bankcard Transactions</td>
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<td>EXCEL</td>
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<tr>
<td>Computer Ticketing Systems</td>
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(If yes, list which systems)

Other strengths which may be applicable to this position: ________________________________

(Over)
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. ***