

University of Dubuque
Student Employment Opportunities

JOB TITLE:	TICKETING ASSISTANT
Department:	Performing Arts Center
Location:	Heritage Center
Supervisor:	Thomas Robbins, Assistant to the President & Executive Director
Phone Number:	589-3507
Email:	trobbsins@dbq.edu
Job Responsibilities:	<ul style="list-style-type: none"> • Conduct sales transactions via phone and in person, including tickets, gift certificates, donations, registrations, etc. which requires proficiency in ticketing software operations • Develop a working knowledge of Heritage Center performance facilities layout, including ADA seating and wheelchair access; specific locations of different seating sections and their relative prices, etc. • Maintain up to date information on all aspects of the Heritage Center's events, website, services, and facilities in order to be able to respond knowledgeably and effectively to customer inquiries. • Troubleshoot problems with online ticket sales, computers, and ticket printing (e.g. replacing ticket stock). • Return phone messages in a timely manner; make reminder calls to patrons with tickets being held at WILL CALL. • Provide excellent customer service; able to keep calm under pressure and handle patron complaints/concerns while maintaining poise and a pleasant demeanor. • Keep accurate records of all cash, check, and credit/debit card payments, balance individual cash drawer, and complete accounting reports as required. • Attend Ticketing staff meetings or other meetings, as assigned. • In absence of Audience Services Manager: a) Supervise WILL CALL volunteers prior to performances; b) Print web sales, as needed; c) Offer additional administrative/reception support, including handling general ticket office inquiries. • Filing, mailings, computer data entry, database maintenance, making telephone calls, copying, cash handling, and general administrative/reception tasks. Other duties as needed to assist staff members. • Training will commence immediately following spring break
# of Positions:	7-10