

JOB TITLE:	TICKETING ASSISTANT
Department:	Performing Arts Center (PAC)
Location:	Heritage Center
Supervisor Name:	Victoria Molle
Supervisor Phone Number:	563.589.3432
Supervisor Email:	vmolle@dbq.edu
Duties and Responsibilities:	<p>This position will require some rigorous training, 6-10 hours which includes some shadowing and side-by-side time with a supervisor. Position will involve cash handling and also serves as a front-line person for the university so excellent customer service is essential as personnel interact directly with the public through ticketing transactions. The box office may be the very first point of contact for someone outside the university with the university so first impressions are critical.</p> <p>As a Ticketing Assistant, the student is required to perform the following duties and undertake the following responsibilities in a professional manner;</p> <ul style="list-style-type: none"> • Sell tickets to the general public, UD students, faculty and staff from the Heritage Center Box Office and by phone with the SeatAdvisor ticketing software. • Assist guests at the Box Office Will-Call window and resolve all issues/problems. • Create an exceptional experience for all guests through a safe, clean, and friendly environment. • Familiarize self with different venue layouts. • Answer questions accurately regarding events, tickets, and schedules. • Reconcile money received. • Balance monies at the end of shift with supervisor. • Assist with the restocking of box office supplies. • Follow all operational policies and procedures for box office operations and the arts facilities. • Other duties as deemed necessary or as directed.
Classification	None
Purpose or Role within the Organization:	Supports the Heritage Center through ticket sales and other administrative tasks.
Rate of Pay:	Minimum Wage
General Qualifications:	<ul style="list-style-type: none"> • Must be enrolled at least half-time. • Neat appearance. • Good communication skills. • Trustworthy and able to keep confidential information private. • Ticketing Assistants are expected to arrive 90 minutes prior to the performance time. All are required to work night-time and weekend events as well as regular box office hours. • Willingness to be trained in CPR, First Aid & AED. • Good phone skills. • Ability to use critical thinking and multi-task.

Length of Employment:	Beginning of the fall semester to the end of the spring semester.
Evaluation Procedures & Schedules:	None