

# UC Information Services Tickets Lead

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**Department:** James R. Connor University Center

**Reports To:** University Center Information Services Coordinator

**Starting Wage:** \$9.25 per hour

**Hours per week:** Approximately 15-20, M-F, nights and weekends

**High Impact Practice** – By incorporating classroom learning into hands-on work experiences as well as providing supervision and coaching, students gain the necessary tools to grow and contribute as professionals. This engagement leads to increased rates of retention, graduation, and job placement.

## Position Summary

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The Information Services Ticketing Lead has an important role of being the liaison between Ticket Services and Information Services. The Information Services Tickets Lead must have excellent communication, integrity, critical thinking abilities, and customer service skills. In addition to completing the tasks of a desk attendant, the tickets lead will be knowledgeable in all areas regarding ticket sales, including the ticketing software program, WOTA vouchers, venues and current events. This individual will be able to take on large tasks, manage responsibilities, and effectively communicate with all info and box office staff members to better further our ticketing goals.

## Tasks (and Corresponding LEAP Essential Learning Outcomes)

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### ***Intellectual and Practical Skills***

- Actively participates in weekly hour long student manager meetings by providing ticketing updates and / or training updates.
- Sends weekly ticketing emails to the Information Services coordinator and student managers. Includes information regarding event cancelations, reminders, and concerns or issues.
- Reviews updates on the main page of the ticketing software, AudienceView. Include any of the relevant information within the weekly updates.
- Informs staff members of ticketing updates via the shift log on OneNote. If needed, create a document with ticketing updates requiring all staff members to sign off and accept.
- Reports any functionality or technical issues to the Box Office manager and Information Services coordinator as soon as possible.
- Demonstrates good time management by arriving to work, programs, and meetings on time.
  - *Smile and Greet, Appearance, Competence/Knowledge, Communication, Go the Extra Mile, Say “Thank You” and “You’re Welcome”*

### ***Personal and Social Responsibility***

- Remains knowledgeable about all current events and venues for:
  - Athletics (ticketed and free)
  - English approved events
  - Exhibits at the Roberta Avonn Fiskum Art Gallery and the Crossman Gallery
  - Theatre/Dance and Music Department events (ticketed and free)
  - Variety Show/International Dinner

- Young Auditorium events and rentals
- Understands and trains staff on how to properly use vouchers for WOTA and English approved events.
- Uses all resources available, such as the Tickets Training guide, the WOTA FAQ and the WOTA Approved Events document.
- Knowledgeable about the ticketing software program, including how to sell tickets, create new customers, buyer type pricing, seating charts, payment types, held seats and exchanges.
- Lives the UC brand image through the 6 Keys of Exceptional Customer Service.

### ***Integrative and Applied Learning***

- Trains new staff using various resources and tools, including the Ticketing Guide and Assessment. Assists in coordinating new staff, two-hour, required training with the Box Office manager and venue managers for tours.
- Performs training shadow shift with new staff during first two weeks.
- Meets bi-weekly with the Ticket Services student manager to discuss updates.
- Creates quizzes to test info staff member's knowledge throughout each semester. The ticketing lead will also review quizzes and give necessary feedback with assistance from the Information Services coordinator.
- Updates all related policies and procedures by semester or year.
- Evaluates, updates, and implements current office procedures.

### ***Knowledge of Human Cultures and the Physical and Natural World***

- Maintains proactive communication with Ticket Services, staff and the Box Office manager.
- Trains with Box Office manager at beginning of each semester.
- Has open and effective communication with all staff members.
- Assists in additional training during staff meetings or schedules one-on-one as needed.
- Works collaboratively with UC departments.

### **Required Skills and Abilities**

- Must have both critical thinking skills and active listening abilities to problem solve
- Must have excellent verbal and written communication skills
- Is thoroughly knowledgeable about the ticketing software program

### **Minimum Qualifications**

- Must be a registered UW-Whitewater student and enrolled at least half time
- Must have *at least* a semester of employment at Information Services to be considered for this position
- Must maintain an overall GPA of 2.0

*Both Work Study and Regular Pay candidates will be considered.*

*UW-Whitewater is an equal opportunity/affirmative action employer. We promote excellence through diversity and encourage all qualified UW-Whitewater students apply.*

**Contact Information**

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