

# UC Student Ticket Manager

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**Department:** James R. Connor University Center/Center of the Arts

**Reports To:** Box Office Manager/Box Office Assistant Manager

**Hours per week:** Approximately 10-25 – M-F, some nights and weekends

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

**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 UC Student Ticket Manager has the knowledge of all daily activities of operating UC Ticket Services, as well as all satellite ticket centers. The UC Student Ticket Manager must possess the ability to accept responsibility, make independent decisions, have good communication skills, and demonstrate a positive attitude towards customers. The UC Student Ticket Manager must be dependable, prompt, honest, and trustworthy at all times.

## Tasks (and Corresponding LEAP Essential Learning Outcomes)

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

- Provides customer service for the sale of tickets for various UW-Whitewater events via walk-up services and telephone orders for individual group sales
- Assists the UC Ticket Services Managers with the implementation of daily UC Ticket Services activities, policies, and procedures
- Assists with training, scheduling, and evaluating of all UC Ticket Services Office personnel
- Assists UC Ticket Services Managers in interviewing and hiring applicants
- Demonstrates good time management by arriving to work on time

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

- Operates the cash register, computer ticket system and ticket printer, personal computer, and fax machine
- Directs the daily activity and staffing of UC Ticket Services as needed and in the absence of the UC Ticket Services Managers
- Serves as a liaison between student employees, managers, and supervisors
- Keeps co-workers up-to-date on new policies, procedures, and tasks
- Lives by the UC brand image through the 6 Keys of Customer Service
  - *Smile and Greet, Appearance, Competence/Knowledge, Communicate, Go the Extra Mile, Say “Thank You” and “You’re Welcome”*

### ***Integrative & Applied Learning***

- Opens and closes UC Ticket Services at various campus box office locations
- Consults with UC Ticket Services Managers and coordinates efforts for the efficient operation of UC Ticket Services
- Generates various sales reports within software while at events
- Schedules and conducts UC Ticket Services student employee meetings
- Prepares and monitors student employee work schedules

- Evaluates, updates, and implements current office procedures

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

- Interacts with a wide range of customers who purchase tickets for UW-Whitewater events
- Works collaboratively with UC departments

**Minimum Qualifications**

- Must be a registered UW-Whitewater student and enrolled at least half time
- Must maintain an overall GPA of 2.0
- Must be available some nights and weekends
- Must have at least one year experience in UC ticket Services

*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 to apply.*

**Contact Information**

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