

UC Student Ticket Sales Associate

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

Reports To: Box Office Manager/Box Office Assistant Manager/UC Student Ticket Manager

Hours per week: Approximately 8-15 – M-F, some nights and weekends

Starting Wage: \$8.25 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

The UC Student Ticket Sales Associate must be dependable, prompt, honest, and trustworthy at all times. The UC Student Ticket Sales Associate must show strong customer service skills and be available for daytime hours, and also some nights and weekends.

Tasks (and Corresponding LEAP Essential Learning Outcomes)

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 and group sales
- 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
- Lives by the UC brand image through the 6 Keys of Exceptional 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
- 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 be available nights and weekends
- 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 to apply.

Contact Information

Crystal Benes

UC Box Office Manager

Center of the Arts, Room 1041

University of Wisconsin-Whitewater

(262) 472-2222 (Office)

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