

## UC Ticket Graduate Assistant

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

**Reports To:** Box Office Manager

**Hours per week:** Approximately 20-25 – M-F, some nights and weekends

**Starting Wage:** \$13.75 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 Graduate Assistant has the knowledge of all daily activities of operating UC Ticket Services, as well as, all satellite ticket centers. The Graduate Assistant must possess the ability to accept responsibility, make independent decisions, have good communication skills, and demonstrate a positive attitude of customer service. The Graduate Assistant must be dependable, prompt, honest, and trustworthy at all times. This position assists the Ticket Services Manager in managing UC Ticket Services business operations. The Graduate Assistant will also perform the same duties as a UC Ticket Sales Associate by working regular office shifts and weekly events.

### 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 Ticket Services Manager with the morning deposit and visit the University Center for cash bag pick up and drop off
- Assists the Ticket Services Manager with event ticketing software, event ticketing software reports, and event configuration
- Assists the Ticket Services Manager with Purple Point transfers and credit card reconciliations
- Assists the Ticket Services Manager with other various tasks
- Demonstrates good time management by arriving to work on time

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

- Operates the cash register, event ticketing software, event ticketing systems, ticket printers, desktop computer, and fax machine
- Directs the daily activity and staffing of Ticket Services as needed and in the absence of the UC Ticket Services Manager and UC Ticket Services Student Manager
- Remains current on all office procedures
- Attends Ticket User's Group meetings
- Serves as resource for all UC Ticket Services Staff
- 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 the UC Ticket Services Manager and coordinates efforts for the efficient operation of UC Ticket Services
- Generates various sales reports using software applications while at events, and for in-office usage
- Attends weekly checkup meetings with UC Ticket Services Manager
- 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
- Interacts with employees from all departments such as Young Auditorium, Theatre, Music, Dance, Athletics, and other departments, on an as needed basis
- Works collaboratively with UC departments.

### **Minimum Qualifications**

- Must have obtained a Bachelor's Degree
- Must be a registered UW-Whitewater Graduate Student and enrolled at least half time
- Must maintain an overall GPA of 3.0
- Must be available some nights and weekends
- Must have at least one year experience in event ticket sales
- Must show responsibility and initiative to effectively perform this position

*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.*

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