

# UC Ticket Graduate Assistant

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

**Reports To:** Crystal Benes, Ticket Services Manager

**Hours per week:** Approximately 20 hours/week

**Starting Wage:** \$15.00 per hour

**High Impact Practices** - By incorporating classroom learning into hands-on work experiences and through provided supervision and coaching, GA 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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This Graduate Assistant in the Ticket Services Department will work on a team that serves as the primary source for campus ticketed events, including those in the Young Auditorium, Light Recital Hall, Barnett Theater, and Hicklin Theater. The department also services both football and basketball games through coordination with the Athletics Department. The Box Office is staffed with 6-8 student employees including an Undergraduate Student Manager. Supervision is exercised over all student employees in the Ticket Services office. General supervision is received from the Ticket Services Manager.

This position is a one-year appointment with the potential for extension.

## Tasks (and Corresponding LEAP Essential Learning Outcomes)

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*The following is a general overview of the position's tasks. Other duties may be assigned.*

### **Intellectual and Practical Skills**

- Provide customer service for the sale of tickets via for various UW-Whitewater events via walk-up services and telephone orders for individual group sales
- Assist the manager with the morning deposit and visit the University Center for cash bag pick up and drop off
- Assist the manager with event ticketing software event ticketing software reports and event configuration
- Assist the manager with Purple Point transfers and credit card reconciliations
- Assist the manager with other various manager tasks
- Participates in University Center staff meetings and ad hoc committees as needed
- Collaborates with supervisor and other staff to create office policies and procedures for student employees
- Demonstrates good time management by arriving to work, programs, and meetings on time
- Demonstrates sound professional communication skills, including written and oral
- Assists with incorporating LEAP into employee training and bi-weekly staff meetings

### **Personal and Social Responsibility**

- Operate the cash register, event ticketing software, event ticketing systems, ticket printers, desktop computer, and fax machine.
- Direct the daily activity and staffing of the Ticket Services as needed and in the absence of the Ticket Services Manager and Ticket Student Manager
- Stay up-to-date on all things tickets
- Attend Ticket User Group meetings
- Serve as resource for all Ticket Services Staff
- Collaborates with other areas of University Center, departments on campus, academic areas, and community to build relationships, improve student experience, and make fiscally responsible decisions

- Incorporate program and experience assessment to adjust to needs of current students, with additional focus of creating experiences that relate to multiple identities
- Lives 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 and Applied Learning***

- Open and close Ticket Services at various campus box office locations
- Assist with sales at campus events on nights/weekends as needed
- Consult with Ticket Services Manager and coordinate efforts for the efficient operation of Ticket Services
- Generate various sales reports within software applications while at events and for in-office use
- Attend weekly checkup meetings with Ticket Services Manager
- Evaluates, updates, and implements current office procedures
- Participate in Graduate Assistant Training and Professional Development Opportunities

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

- Interact with a wide range of customers who purchase tickets for UW-Whitewater events
- Interact with employees from all departments such as Young Auditorium, Theatre, Music, Dance, Athletics, and other departments on an as needed basis
- In coordination with supervisor, recruits, hires, trains, schedules, and evaluates student employees
- Participate in training implementation for student employees
- Assess supervised interns based upon office-identified learning outcomes
- Assists with developing annual goals and objectives for programs and services

### ***Minimum Qualifications***

- Must be a registered UW-Whitewater student in good standing and be enrolled in a graduate program
- Preference will be given to Graduate Students in the fields of Communication, Management, Higher Education Leadership or Business Management
- Graduate Student will be evaluated by their supervisor at the end of each term, in addition to completing a self-assessment

*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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