

**Box Office Assistant**

*Events Services: Admissions & Guest Services, Carolina Union*

**JOB DESCRIPTION:**

Box Office assistants provide customized ticketing support for programs hosted by both student organizations and UNC departments in the Carolina Union and across campus.

*Grade 3, Step 1 Box Office assistants must be available nights and weekends and must attend Fall and Spring training.*

<b>RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Ensure prompt and accurate ticket sales</li> <li>• Process cash and credit card transactions</li> <li>• Manage and reconcile a personal cash drawer</li> <li>• Support off-site and after-hours events with ticketing</li> <li>• Other clerical duties, as assigned</li> </ul>
<b>INTENDED LEARNING OUTCOMES</b>	<p><b><i>As a result of employment in this position, students will:</i></b></p> <ul style="list-style-type: none"> <li>• Understand basic ticketing processes and software(s)</li> <li>• Enhance customer service skills</li> <li>• Enhance creative problem solving skills through day-to-day troubleshooting</li> <li>• Connect transferrable skills gained through this role to professional career goals</li> </ul>
<b>REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Must be proficient in Microsoft Office</li> <li>• Ability to complete assignments and meet deadlines in a fast-paced environment.</li> <li>• Excellent creative thinking and problem solving skills</li> <li>• Must be able to take direction and constructive feedback from managers and clients with a positive attitude</li> <li>• Working knowledge of Etix is preferred, but not required</li> <li>• Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds</li> </ul>
<b>CEIA COMPETENCIES</b>	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Critical Thinking</li> <li>• Integrity</li> </ul>