**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.

| RESPONSIBILITIES | • Ensure prompt and accurate ticket sales  
| | • Process cash and credit card transactions  
| | • Manage and reconcile a personal cash drawer  
| | • Support off-site and after-hours events with ticketing  
| | • Other clerical duties, as assigned |

| INTENDED LEARNING OUTCOMES | *As a result of employment in this position, students will:*  
| | • Understand basic ticketing processes and software(s)  
| | • Enhance customer service skills  
| | • Enhance creative problem solving skills through day-to-day troubleshooting  
| | • Connect transferrable skills gained through this role to professional career goals |

| REQUIREMENTS | • Must be proficient in Microsoft Office  
| | • Ability to complete assignments and meet deadlines in a fast-paced environment.  
| | • Excellent creative thinking and problem solving skills  
| | • Must be able to take direction and constructive feedback from managers and clients with a positive attitude  
| | • Working knowledge of Etix is preferred, but not required  
| | • Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds |

| CEIA COMPETENCIES | • Communication  
| | • Critical Thinking  
| | • Integrity |