

Box Office Coordinator

Event Services



Job Description	<p>Box Office Coordinator provides customized ticketing support for programs hosted by both student organizations and UNC departments in the Carolina Union and across campus. This includes meeting with clients, collaborating with the Reservations Office, ensuring prompt and accurate ticket sales, processing cash and credit card transactions, managing and reconciling a personal cash drawer, supporting off-site and after-hours events with ticketing and being knowledgeable about Box Office policies and procedures.</p>
Specific Duties & Responsibilities	<ul style="list-style-type: none"> • Assist with the coordination of all ticketing functions for events not limited to online sales, will call and comp tickets, reservation lists, consignment sales, and wrist banding • Provide ticketing and admission control services for events • Demonstrated knowledge of University, Carolina Union, and Box Office policies and procedures • Attend staff meetings and professional development opportunities as required including performing other duties as assigned
Requirements & Qualifications	<p>Required:</p> <ul style="list-style-type: none"> • Must become PCI compliant within the first 30 days of employment • Demonstrated intermediate competency in Box Office services • Demonstrated ability to work independently with limited supervision and execute independent decision-making • Demonstrated ability for critical thinking and project management • Demonstrated ability to successfully interact with internal and external stakeholders • Demonstrated ability to use Microsoft Office, WhentoWork and Event Management Software • Demonstrated ability to follow instructions from managers and adapt to feedback from clients • Attire: black dress pants, khaki pants and dress shoes (flats), for special events <p>Preferred:</p> <ul style="list-style-type: none"> • Creative thinking and problem solving skills related to Box Office
Learning Goals & Competency Development	<p>As a result of employment in this position, students will:</p> <ul style="list-style-type: none"> • Enhance ability to analyze necessary information for addressing an issue or task before drawing conclusions • Recognize different communication styles when working with internal and external stakeholders • Establish mutually beneficial relationships with clients, supervisors, and team members
JobX LEARNING OUTCOMES (FWS Positions Only)	<p>Communication; Professionalism & Work Ethic; Teamwork; Collaboration & Leadership; Creativity & Problem Solving</p>
Available Openings	<p>12</p>
Hours	<p>8-19 hours/week; Flexible availability required as schedule is based on events</p>

Hourly Rate	\$9.50
Time Frame	Academic Year 2019-2020
Contact Name	Evelyn Jones, Bonita Brown, Spencer Davis
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