

Box Office Lead
Event Services



<p>Job Description</p>	<p>Box Office Lead oversees 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 of cash and credit card transactions, managing and reconciling a personal cash drawer, leading off-site and after-hours events with ticketing and being knowledgeable about Box Office policies and procedures.</p>
<p>Specific Duties & Responsibilities</p>	<ul style="list-style-type: none"> • Creation and management of weekly desk and after-hours event shift schedules for student staff • Provide leadership and training for 8-10 Box Office staffers in accordance with the demands of the Carolina Union • Meet with internal and external stakeholders to draft contracts for Box Office services • 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 • Assist with facilitation of monthly staff meetings and performance evaluations • Promote cohesiveness and delegate tasks within the team • Provide ticketing and admission control services for events and ensure the completion of post-event reports • Lead off-site and after-hours events with ticketing • Lead 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 • Lead ticketing and admission control services for events • Possess comprehensive 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
<p>Requirements & Qualifications</p>	<p>Required:</p> <ul style="list-style-type: none"> • Must become PCI compliant within the first 30 days of employment • Combination of formal training and experience working as a Box Office Coordinator for the Carolina Union • Demonstrated ability to lead others and work on independent projects of significant scope • Demonstrated experience in conducting interviews, trainings, performance evaluations, and other employee initiatives for team members • Proficient in Microsoft Office, WhentoWork and Event Management Software • Demonstrated ability to follow instructions from managers and adapt to feedback from clients • Demonstrated ability to effectively communicate in a fast-paced environment • Attire: black dress pants, khaki pants and dress shoes (flats), for special events • Must be comfortable serving as part of a diverse team that includes people with varying beliefs and backgrounds

Learning Goals & Competency Development	As a result of employment in this position, students will: <ul style="list-style-type: none"> • Identify and apply creative solutions to ensure successful implementation of a project, task, or initiative • Recognize and adapt to different communication styles when working with internal and external stakeholders • Encourage the exchange of ideas between internal and external stakeholders, supervisors, and team members • Lead with integrity
JobX LEARNING OUTCOMES <i>(FWS Positions Only)</i>	Communication; Professionalism & Work Ethic; Teamwork; Collaboration & Leadership; Creativity & Problem Solving; Technical Application
Available Openings	5
Hours	8-19 hours/week; Flexible availability required as schedule is based on events
Hourly Rate	\$10.30
Time Frame	Academic Year 2019-2020
Contact Name	Evelyn Jones, Bonita Brown, Spencer Davis
Contact Email	evelynme@email.unc.edu ; bonitab@email.unc.edu ; spiral@email.unc.edu
Work Location	Carolina Union Box Office, Suite 2107
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