**P1: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Assignments tend to be reoccurring and work outputs generally are delivered in a prescribed form/format.
* May alter the order in which work or a procedure is performed to improve efficiency and effectiveness.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under supervision.
* Progress and outcomes are reviewed for consistency with instructions and established procedures.

*🡪 Context of Decisions*

* Determines the process of how work is to be done based on precedent, practice, and existing policy at the unit/office level.

*🡪 Job Controls*

* Receives some instructions with respect to details of most work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Course of Resolution*

* Resolutions are typically generated by utilizing existing procedures or practice.
* Typically, problems can be quickly and relatively easily resolved.

*🡪 Measure of Creativity*

* Tasks or activities are reoccurring with emphasis typically on precision and timeliness of execution.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.

**SCOPE AND MEASURABLE EFFECT**

* Actions regularly affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents indirectly promote the general welfare of students, faculty and staff, and safeguard the institution by playing an important role within a process.

**Job Template**

**GENERAL SUMMARY**

Administers all tickets sales to students, staff, and the general public for all scheduled events at the University’s centers for performing arts.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under supervision of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Prepares and processes ticket and subscription orders and maintains records for ticket sales, as assigned.
* Processes ticket exchanges and administers credits and refunds.
* Responds to inquiries and concerns patrons may have and resolve any issues that may arise.
* Maintain accurate records and data for ticket sales, reconciles differences, and works with other staff and University offices to identify errors and make corrections.
* Tracks performance schedules for box office staff to ensure sufficient coverage.
* Compiles data and prepares statistical reports used to monitor or assess department activities, programs, and services or project future needs.
* Maintains records and prepares necessary reports.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Associate’s degree in related field.
* Two to three years of related experience.

**COMPETENCIES**

**Knowledge of:**

* Box office operations
* Microsoft Office and related software applications

**Skill in:**

* Customer service
* Planning and organization
* Developing and maintaining effective and appropriate working relationships

**Ability to:**

* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Learn new skills and be flexible