

Central Ticket Office Job Description

Purpose

The purpose of this position is to serve the Student Union Community through the sale and distribution of tickets related to transportation, campus events, and local attractions. Student Assistants ensure Central Ticket Office transactions are correct and recorded accordingly, Student assistants report daily sales and deposits. The Central Ticket Office is a high contact point in the facility, many times welcoming campus visitors and answering questions. As such, Student Assistants must always function in an efficient and a hospitable manner.

Duties and Responsibilities

- Ensure accuracy of all cash and credit card transactions
- Operate credit card machine to make sales and print daily reports
- Confirm accuracy of daily financial reports
- Transport daily sales to Administrative Office at closing time
- Report issues such as ticket shortage to manager
- Receive and transfer incoming calls using a multi-line phone system
- Determine appropriate personnel to which calls should be transferred
- Clearly report issues and requests over Student Union radio phone system
- Assist with maintaining and developing Central Ticket Office training materials
- Maintain cleanliness of office space and Student Union foyer
- Provide campus information to visitors of the Student Union
- Demonstrate excellent customer service skills by distributing tickets to UT Student Union Community
- Attend mandatory Student Union training sessions at the beginning of each semester
- Other duties as assigned

Qualifications

Must be a student in good academic standing and actively pursuing a degree at the University of Tennessee, Knoxville. This person must possess initiative, ability to work independently and as a team, and have excellent communication and problem-solving skills. Previous retail and/or cash handling experience is preferred but not required.