JOB: Clerk/PB5
TITLE: Ticket Centre Clerk

DEPARTMENT: UNIC – University Centre Farquhar Auditorium
POSITION NO: 992467

SUPERVISOR: Ticket Centre Supervisor – University Centre Farquhar Auditorium
LAST UPDATED: October 2016

SUMMARY:
The University Centre Farquhar Auditorium and the UVic Ticket Centre are a first point of community contact for the University, attracting individuals from off campus as patrons and clients. UVic Ticket Centre staff are required to meet the highest standards of professionalism and appearance with attention to etiquette and personal presentation. UVic Ticket Centre staff are directly responsible for the patron/client-experience of the University and a direct reflection of the University to the community at large.

Under the supervision of the Ticket Centre Supervisor, the Ticket Centre Clerk maintains the smooth day-to-day operation of the UVic Ticket Centre, including but not limited to: selling tickets; being knowledgeable of performance dates, times, ticket prices, discounts and performance information; answering ticket sales and information calls; handling patron disputes; and maintaining accuracy of databases for the University Centre Farquhar Auditorium.

The primary function is to provide front line customer service to the patrons of the University Centre Farquhar Auditorium by providing them with information regarding upcoming events and assisting them with their ticket purchases. The position must retain and communicate information regarding events specifics, venues, pricing and general knowledge of performing arts in the community, quickly and efficiently providing accurate, comprehensive information to patrons in a professional manner.

The position is responsible to the administration of the auditorium, to the clients/producers of events, and to the approximately 180,000 customers who attend events at the Auditorium, and satellite venues, per year. The position is responsible for handling cash floats and daily cash outs for the UVic Ticket Centre as well as debit and credit transactions. The Ticket centre’s annual sales are approximately $1.4M per year.

The position supports the day-to-day operations of the Ticket Centre and provides higher level administrative coverage for client requests in the Supervisor’s absence, as well as overseeing casual employees as required.

This is a part-time position (0.57 FTE) with a varied schedule between Wednesday and Sunday. This position will also be required to work evenings.
### MAJOR RESPONSIBILITIES AND DUTIES:

#### 1. Responsibility: Provide customer services for ticketing needs

**Duties:**
- Sell tickets for all productions at the University Centre Farquhar Auditorium via phone, in-person and online using Theatre Manager software.
- Process payments in cash and credit, following all necessary procedures to ensure PCI compliance and UVic Accounting requirements.
- Answer general and specific questions regarding the University Centre Farquhar Auditorium and all productions in a professional, knowledgeable and courteous manner.
- Exercise independent judgment and discretion to resolve escalated client or customer complaints.

#### 2. Responsibility: Financial and risk management

**Duties:**
- Use Theatre Manager software to accurately sell tickets for both internal and external client events.
- Use Theatre Manager software to export data and produce a variety of statistical and financial reports to provide information to supervisors, clients and customers.
- Process written subscription orders received by clients for upcoming seasons.
- Produce daily cash out reports, balancing two or more cash/cheques tills and floats, debit cards transactions from 2 POS machines and balancing VISA and MC transactions done through Beanstream via Theatre Manager.
- Troubleshoot any balance issues with cash deposits.
- Maintain Ticket Centre operations and services, representing over $1.4M in annual transactions.
- Order cash float changes.

#### 3. Responsibility: Administrative Duties

**Duties:**
- Maintain and order supplies and stock for Ticket Centre use to ensure daily functions.
- Input data into Theatre Manager to ensure up-to-date database.
- Perform various administrative tasks when necessary such as filing, organizing and boxing material associated with ticket sales including retrieving ticket stock from storage and delivering boxes of programs or brochures to desired locations.
- Respond to webmail requests for tickets, following up orders to ensure patron inquiries and sales are complete.
- Update and reviews Auditorium website events calendar to ensure accuracy and consistency.
- Distribute information to permanent and casual staff as required.
- Maintain and update online sales website and mobile applications.
- Troubleshoot and problem solves any challenges arising from computer hardware, software or other office equipment issues.
- Work with Ticket Centre Supervisor, Manager of Productions Services and Audience Client Services Coordinator to ensure front of house shifts are monitored and filled.
### 4. Responsibility: Training and supervision of staff

**Duties:**
- Assist in scheduling Ticket Centre staff including staffing at events, at time working evenings and weekends as required.
- Supervise Word Study students in execution of their duties.
- Ensure staff adhere to departmental policy and procedures as well as union policies and requirements.
- Participate in hiring of new Ticket Centre staff.
- Assist in training all new Ticket Centre staff and monitor their performance, tracking time off and sickness for unit reports to HR.
- Be knowledgeable of, adhere to, assist in revising and proposing new Ticket Centre policies and procedures - including event specific policy and procedures.
- Provide assistance in problem solving unusual situations in the absence of the Ticket Centre Supervisor.
- Contribute to staff development initiatives.

### 5. Responsibility: Other related duties as required

**Duties:**
- Contribute to departmental strategies and goals
- Assist operations by participating in unit staff meetings, and other meetings as required, including annual departmental strategic planning and division-wide retreats.
- Perform and manage other events related administrative duties and tasks as assigned.
- Work with UVic Ceremonies and Events to serve that department’s needs around convocation and other special events.
- Assist with University Centre Farquhar Auditorium communications and marketing strategies, specifically social media, on- and off-campus postering and outreach to community arts partners.

### REQUIRED QUALIFICATIONS:

**Skills:**
- Accuracy and efficiency are top priorities for this position. Position requires both speed and accuracy in a high volume setting.
- General administrative skills including filing, labeling, opening/processing/sending mail, operating photocopier, debit machine, ticket printer and Photo ID printer.
- Problem solving, tact, empathy and calm are all necessary traits for this position.
- Ability to work independently, set work priorities and to provide supervision to other staff in a complex and multitasking environment.
- Ability to concentrate and remain calm and level-headed in a sometimes hectic and emotionally charged work environment.
- Handles difficult explanations or interactions and emotional situations, referring sensitive situations to appropriate authority for resolution.
- Exercise attention to detail, diplomacy and patience.
- Accurate use of full range of keyboard for basic typing, word processing, data inputting.
- Customer-service skills with ability to address customer complaints.

**Work Environment:**
- Required to sit in one position for extended period of time performing keyboarding motions in a small workspace.
• Extended periods of standing to service patrons at scheduled events or on-sale dates for events.
• Receive deliveries of boxes of programs, brochures and posters.
• Small shared office space with open access by the public.
• Frequent exposure to disagreeable patrons, clients and other job stressors.
• Temperature fluctuations in work space due to office space’s situation beside external doors of University Centre Building.
• Poor lighting and lack of access to natural light.

Specialized Knowledge/Education:
• At minimum, one year of post-secondary education, preferably in the areas of Theatre Administration, Business, Event Planning and/or Coordination.
• General knowledge of UVic campus, its departments and their functions.
• Working knowledge of cash, debit and credit card transactions and reconciliation.
• Working knowledge of Theatre Manager ticketing software or comparable ticket management software.
• General knowledge of institutional policy and procedures with an eye to developing a working knowledge of faculty- and department-centric policy and procedures.
• Knowledge of the performing arts in Greater Victoria is desirable - farther reaching knowledge in the arts sector is beneficial.

Experience:
• At least 6 months of experience working in a box office environment.
• At least 6 months of experience working in a customer service position, as well as working in a sales setting involving cash, debit and credit transactions.
• Working knowledge and experience using Microsoft Office software suite.

Employee’s Signature: 
Date:

Supervisor’s Signature: 
Date: