STUDENT WORK STUDY POSITION ANNOUNCEMENT

JOB CLASSIFICATION/TITLE: STUDENT WORKER II (TICKET OFFICE REPRESENTATIVE)

DEPARTMENT: THE WESTERN STAGE

FILING DEADLINE:

REPRESENTATIVE DUTIES:

ARE YOU A ROCK UNDER PRESSURE? CAN YOU TAKE THE HEAT AND SMILE NO MATTER WHAT? WE NEED YOU TO BE ABLE TO WORK IN A HIGH STRESS ENVIRONMENT WITH SUBPurb CUSTOMER SERVICES SKILLS AND NOT GET RATTLED UNDER ANY CIRCUMSTANCES. UNDER THE SUPERVISION OF THE TICKET OFFICE ASSISTANT, THE TICKET OFFICE REPRESENTATIVE WILL PROVIDE ONGOING CUSTOMER SERVICE AND PATRON SERVICES TO PUBLIC IN BUYING TICKETS IN PERSON, ONLINE, OVER THE PHONE AND VIA MOBILE DEVICES. WE REQUIRE THAT THIS INDIVIDUAL BE ABLE TO WORK A FLEXABLE SCHEDULE THAT TAKES INTO ACCOUNT OUR SEASON NEEDS THAT RUNS FROM MAY TO DECEMBER, FOR SOME SPECIAL EVENTS, INCLUDING NIGHTS AND WEEKENDS.

KNOWLEDGE AND ABILITIES:

- EXCELLENT IN PERSON CUSTOMER SERVICE SKILLS AND COURTEOUS PHONE MANNER.
- ABILITY TO CONSTANTLY MULTI-TASK IN A VERY BUSY ENVIRONMENT WITH THE PUBLIC.
- ABILITY TO WORK WITH AN ONLINE TICKETING PLATFORM AND VENDOR.
- BASIC PUBLIC RELATIONS AND COMMUNICATION SKILLS AND WILLINGNESS TO PATIENTLY PUT THE PATRON’S NEEDS FIRST.
- ABILITY TO ACCURATELY COMPLETE ONLINE TICKETING WHILE MEETING CUSTOMERS NEEDS.

CONDITIONS OF EMPLOYMENT:

- Must be eligible for Federal Work Study.
- Must be enrolled in a minimum of 9 units at Hartnell College each semester.
- 15 to 20 hours per week (not to exceed 20 hours per week)
- Salary range $ 10.17 an hour.
- Current driver’s license and insurance required.

APPLICATION PROCEDURE:

The following item must be completed by the filing date.

- A completed Hartnell College Application for Student Employment on Campus form.

Submit the completed FWS Application to Harvey Landa, Patron Services Manager
In the The Western Stage, Performing Arts Center, Building K, Room 142