STUDENT CENTERS JOB DESCRIPTION

Box Office Associate

Learning Outcomes
Students employed by Vanderbilt Student Centers will be able to:

- Manage task oriented operations
- Demonstrate integrity & responsible decision making
- Communicate effectively, both oral and written
- Translate their on-campus experiences into professional skills
- Analyze and solve problems, individually and as part of a team
- Recognize their roles in Student Centers and how it helps fulfill our mission
- Demonstrate a working knowledge of Student Center facilities, policies and procedures.

Duties and Responsibilities:

Customer Service
- Furnish customers with outstanding service by remaining alert and responsive to their requests. Customer service is the highest priority
- Provide information about the campus, its academic and non-academic functions and the community in general
- Maintain a working knowledge of each of the five Student Centers and the Vanderbilt University community
- Handle phone calls in a professional manner which includes taking messages and forwarding calls to proper staff members
- Direct visitors to the proper offices situated within the respective Student Centers.

Box Office Operations
- Responsible for all transactions done under employee’s register log in. This includes obtaining signatures for credit transactions and maintaining an accurate drawer for cash transactions.
- Follow procedures as it relates to movie ticket sales and taking payment before any tickets are printed through Ticketmaster.
- Responsible for reconciling mid-day and end of day reports with accuracy.
- Provide on-site ticketing as needed utilizing on-site procedures and the mobile micros
- Keep adequate supply inventory of ticketing information.

General
- Follow Student Center dress code regulations
- Read and respond to all correspondence from supervisors
- Conduct one’s self in a professional manner.
- Attend regularly scheduled meetings and follow all scheduling policies.
- Perform other duties as assigned