

Student Assistant Position Description

ABOUT THE EMPLOYER: Texas Performing Arts serves The University of Texas at Austin campus and the Central Texas community at large through a diverse season of exciting live performances, free campus and community engagement events, educational youth programs, and a robust UT Student Engagement Program. Each year we present our Essential Series performances including dance, classical, voice, film, conversation, and more, as well as the Lexus Broadway in Austin Season, and touring concerts and comedy. Behind the scenes, our prop, scene, and paint shops support College of Fine Arts student productions.

Through our Student Employment Program, we provide hands-on professional work experiences alongside industry professionals in nearly every department for undergraduate and graduate UT students from across campus.

JOB TITLE: Ticketing Services Student Assistant (Federal Work-Study students are encouraged to apply)

POSITIONS AVAILABLE: 4

SUPERVISOR: Susan Griffin, Josh Hernandez and Shade Oyegbola

HOURS PER WEEK: 10-15 hours (Two 4.5-hour daytime shifts per week, plus minimum of two performance ticket office shift at night or on weekends.)

WAGE: \$10.50/hour

JOB SUMMARY: To provide excellent customer service and sell tickets for Texas Performing Arts performances.

DUTIES AND RESPONSIBILITIES:

- Process ticket orders in person at the Ticket Office window.
- Provide impeccable customer service to guests.
- Have a base knowledge of artists, performances, ticket prices, and venues, and communicate that information clearly to guests.
- Answer phones and place outbound service phone calls.
- Provide clerical support.
- Arrive on time for work and maintain a reliable attendance record.
- Represent Texas Performing Arts to guests with a pleasant and professional demeanor through all transactions.
- Dress appropriately for contact with the public.

REQUIRED QUALIFICATIONS:

- Be available to work evening and weekend hours.
- Possess strong listening and verbal communication skills.
- Have cash handling experience.
- Be detail-oriented.



PREFERRED QUALIFICATIONS:

- Have previous customer service experience.
- Experience with cash handling.
- Experience working in an office setting.
- Demonstrated ability to provide customer service.
- Preference will be given the applicants with prior Ticket selling experience.

ADDED VALUE:

- Real world experience working in a non-profit arts presenter.
- Opportunities for advancement, wage increases, and growth in responsibilities.
- Professional development opportunities and support.
- Offers of comp tickets for some performances.
- Flexible Hours

TO APPLY: Create a single file containing a Letter of Interest, current Resume, and your work availability for the Fall Semester and save in either Word or PDF format. Send this file and a copy of Work-Study award, if applicable, to Tim Rogers at trogers@texasperformingarts.org.