



## 16/17 Ticket Office Work-Study/Intern Program

The University Musical Society (UMS) is a leading multi-disciplinary performing arts presenting organization. While proudly affiliated with the University of Michigan, UMS is a separate non-profit organization that supports itself through ticket sales, individual and corporate contributions, foundation and government grants, endowment income, and proceeds from benefit events. UMS offers approximately 70 performances (September through May) each season by top-ranking international artists including symphony orchestras, dance and theater companies, and a wide array of chamber music ensembles, solo recitalists, jazz artists, world music artists, opera, choral groups, and special attractions performed in several diverse University and community venues.

This position provides experience to students who have an interest in the related fields of arts administration. All interns, whether unpaid or paid as a part of the government work-study program, make a commitment to work at least ten hours per week. Interns will receive valuable experience and contacts in many fields of the performing arts, and tickets to most UMS performances.

### To apply:

**Go to the Student Employment Office (SEO) Website and apply for this position if you have a Work Study Award.**

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**JOB TITLE:** Ticket Office Intern/Work-Study Student  
**DEPARTMENT:** Marketing and Communications – Ticket Office  
**REPORTS TO:** Ticket Services Manager

### **SUMMARY DESCRIPTION:**

Provide administrative support to the ticket office and front-of-house staff for the University Musical Society (UMS). Work with a team to ensure the best possible patron experience leading up to and at over 150 live performing arts events presented by UMS, the School of Music, Theater and Dance, and the Ann Arbor Summer Festival.

### **REQUIRED HOURS:**

Regular business hours for our ticket office are Monday-Friday (9am-5pm), Saturday mornings (10am-1pm). In addition to our regular hours we are responsible for the pre-performance ticket office and front-of-house at events, most of which are on evenings and weekends.

Student staff should expect a varied schedule including both regular business hours as well as evenings and weekends. Scheduled hours may vary anywhere between 8 to 20 hours per week, depending on show schedule, sales traffic, and availability. Applicants should be available to work a minimum of 6 hours per week.

### **PRIMARY DUTIES & RESPONSIBILITIES:**

Conduct accurate ticket sales transactions by phone, in person at our walk-up office in the Michigan League, and via mail or fax.

Use available tools to sustain current knowledge of policies, procedures, and promotions as well as maintain a strong understanding of the different types of ticket transactions: single ticket sales, subscriptions, exchanges, discounts, gift certificates, and special events.

With the cooperation of the full time staff, maintain ongoing organization of the office and perform daily tasks such as filing, making copies and processing mail.

Collaborate with co-workers to ensure the best possible customer service while contributing to an upbeat, professional, and supportive work environment.

**SPECIFIC QUALIFICATIONS:**

- Commitment to excellent, professional customer service.
- Willingness to exercise patience and flexibility; appreciates working with general public.
- Reliable and Organized, especially re. schedule management and work/life balance.
- High level of dependability and professional work ethic.
- Available to work a mix of daytime office hours as well as nights and weekends.
- Able to communicate efficiently and accurately (phone, email, and in-person).
- Enjoys the challenge of working in a fast-paced, high-pressure environment.
- Strong desire to understand and appreciate a wide variety of cultures and traditions.
- Confident working with cash; ability to do basic math without use of a calculator.
- Trainable on complex computer systems and work policies.
- Comfortable working independently and take initiative.
- Required computer skills: Microsoft Office, Google Drive, Gmail, Search, and Calendars.
- Some lifting may be required.

**DESIRED BUT NOT REQUIRED QUALIFICATIONS:**

- Knowledge of Tessitura ticketing system.
- Previous experience working retail, food service, or ushering.
- Prior experience learning and using a customized computer P.O.S. system.
- Interest in attending live performances, including dance, world music, symphonies, and theater.
- No prior arts experience necessary.

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*UMS offers student opportunities in several departments. Please follow this link to find the complete list [ums.org/about/jobs-internships](http://ums.org/about/jobs-internships).*