Duke University
Division of Student Affairs
Position Description

Official Job Title: Staff Specialist
Job Code/Level/Family: 0670/07/03
Working Title: Customer Services Coordinator
Department: University Center Activities & Events
Supervisor: Manager, University Box Office and Information Desk
Position Status: Regular /Full-time / Nonexempt
Staff Supervision: Student employees, indirect
Schedule Note: 1st shift / Extended work hours, including nights and weekends as needed based on event schedules is expected on a regular basis.

Scope of Responsibilities
The Customer Services Coordinator is responsible for the operation and maintenance of key customer facing services for the Duke University Box Office and University Information Desk. This position is charged with identifying, proposing and implementing streamlined solutions and creative ideas to provide stellar customer service to a multitude of constituents. The Duke University Box Office and Information Desk is a customer service oriented environment that provide services to the arts and cultural events on campus, provides informational materials and concierge-like assistance to the campus visitors and community.

The Customer Services Coordinator supports the daily operations of the Box Office and Information Desk. This position is primarily responsible for facilitating the collection, organization and presentation of the offices and upholding excellent customer service standards. The Customer Services Coordinator is cross trained on key tasks to maintain efficient operations of the office at all times. Provides accurate and timely information to customers and promoters and facilitates problem solving in an efficient and customer focused manner. The position works closely with the Ticketing and Theatre Operations teams.

Duties

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<th>Maintain excellent presentation, integrity and organization of materials and resources including but not limited to magazines, print materials, University publications, and digital media. Provide primary support for departmental lost and found collection, tracking and clearance of items. Resource management includes comprehensive collection and knowledge of campus events/activities, management of digital monitor content displays, digital images, printed material collection, website updates and social media updates. Maintain excellent presentation of materials, personnel, policies and procedures at primary locations and auxiliary locations as assigned.</th>
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<td>Deliver an excellent customer service experience to all engaged in our operations, including students, faculty, staff, patrons, visitors, presenters, and officials. Provide general office support with phone, email and mail correspondence.</td>
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<td>Assist in the selection and scheduling of student employees. Provide initial and ongoing training, updates and communication to the student employees regarding operations, policies and procedures, including PCI-DSS (credit card) security compliance training and practices.</td>
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Participate in the sale of tickets for Duke University arts and cultural events through phone, window, mail and internet operations; answer inquiries and assist customers with selection and purchase of tickets; assist in determining seat locations for individuals and groups. Provide excellent customer service to patrons, the Duke University community and external constituents. This includes daily cash handling and reconciliation of cash, check, credit and Flex payment transactions.

Provide staffing support for events as scheduled, primarily on nights and weekends. Assist with the support of volunteer program recruitment, training, and correspondence as directed.

Implement new office methods and procedures to ensure accuracy and efficiency; ensure accurate maintenance of office records, manuals and documents while keeping informed of new policies and procedures; interpret new directives, policies and regulations and inform appropriate personnel of changes.

Other duties as assigned.

General Qualifications

Work requires general knowledge of general mathematical, clerical, computer skills and database functionality usually obtained with a college degree or comparable experience. Experience in university, non-profit or cultural organizations is recommended.

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE

Job-Specific Specific Skills and Competencies

- Experience with ticketing systems, AudienceView Ticketing product experience strongly preferred.
- Experience with digital media concepts and marketing, such as Four Winds Interactive, Photoshop, Illustrator products.
- Customer service advocate.
- Self-motivated, ability to take imitative and complete projects independently.
- Capable of working in a fast-paced environment, with irregular hours, sometimes for an extended period of time.
- Basic understanding of ticketing industry and terms.
- Basic knowledge in using relational database systems.
- Experience in customer record management and maintenance.
- Professional phone etiquette.
- Ability to explain and interpret documents and complex processes to others.
- Ability to effectively work individually, and with others.
- Ability to supervise others at varying levels of proficiency.
- Ability to quickly learn and adopt new software products accurately and train others as needed.
- Exceptional organization and verbal, written, and interpersonal communication skills. Ability to converse appropriately to convey information accurately to various types of people and stakeholders.
- Excellent computer skills. MS Office, Adobe Photoshop/Illustrator recommended.