Duke University
Division of Student Affairs
Position Description

Official Job Title: Staff Specialist
Job Code/Level/Family: 0313 / 08 / 03
Department: University Center Activities & Events
Supervisor: Manager, University Box Office and Info Systems
Position Status: Regular / Full-time / Nonexempt
Staff Supervision: 40-50 student employees
Schedule Note: 1st shift, extended hours, night and weekend shifts required on a regular basis

Scope of Responsibilities
Responsible for the operation and maintenance of key customer facing services for the Duke University Box Office and Campus Information Desks. Identify, propose and implement streamlined solutions and creative ideas to provide stellar customer service to guests and campus partners. Support the collection, organization and presentation of the office to maintain efficient operations of the Box Office at all times. Provide accurate and timely information and facilitate problem solving in an efficient and customer focused manner.

Duties

<table>
<thead>
<tr>
<th>Duty</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>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. Collection and knowledge of campus events/activities, management of digital monitor content displays, digital images, printed material collection, website updates and social media updates.</td>
<td>25</td>
</tr>
<tr>
<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>
<td>20</td>
</tr>
<tr>
<td>Provide staffing support for events and information desks as scheduled. Schedule will include nights and weekends on a regular basis. Manage students scheduled to assist at information desks and ticketing operations as needed in multiple locations to provide a consistent customer experience.</td>
<td>15</td>
</tr>
<tr>
<td>Participate in the sale of tickets for arts and cultural events through phone, window, mail and internet operations. Answer inquiries, determining seat locations and assist customers with selection and purchase of tickets for individuals and groups. Provide excellent customer service to patrons, the Duke University community and external constituents. Responsible for daily cash handling and reconciliation of cash, check, credit and Flex payment transactions. Assist with the support of volunteer program recruitment, training, and correspondence as directed.</td>
<td>15</td>
</tr>
<tr>
<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>
<td>10</td>
</tr>
</tbody>
</table>
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.

Perform additional related duties as assigned or required to meet department, division and University goals and objectives.

General Qualifications
- **Education:** Work requires knowledge of basic mathematical, research and communications principles normally acquired through two years of postsecondary education.
- **Experience:** Work generally requires two years of clerical experience to acquire skills in administrative responsibilities as well as accepted office organization and communication practices. A bachelor’s degree in the arts may be substituted for the education and experience requirement.

OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE

Job-Specific Skills and Competencies
- Experience with ticketing systems, AudienceView Ticketing product experience preferred
- Experience with digital media concepts and marketing, such as Four Winds Interactive, Photoshop, Illustrator products
- Self-motivated, ability to take initiative and complete projects independently
- Capable of working in a fast paced environment
- Basic understanding of ticketing industry and relational database systems
- Experience in customer record management and maintenance
- Must exhibit professional phone etiquette
- Ability to explain and interpret documents and complex processes to others
- Ability to work under pressure on projects and work with people of varying experience levels
- Excellent organization skills and the ability to problem solve and manage concurrent projects within established guidelines
- Strong communication skills – verbal, written and interpersonal
- Ability to work independently and as a member of a team, with a commitment to collaboration
- Valid NC driver’s license required. Must complete and maintain required compliance, vehicle safety checks, and training in order to remain eligible to drive Duke vehicles.

Working Conditions
- Ability to work under the following working conditions: frequent use of stairs, noise, and work in low light conditions. This position will be expected to work extended hours, night and weekend shifts required on a regular basis.

Physical Requirements
- Ability to carry, push or pull items up to 50 pounds.