STUDENT CENTERS JOB DESCRIPTION

Sarratt|Rand 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 conducting all business operations as directed. This includes proper use of cash register, ticketing system, following PCI Compliance standards, etc. Further, the associate must properly sell and maintain inventory of movie tickets and train tickets, among others.
- Responsible for reconciling mid-day and end of day reports with accuracy.
- Provide on-site event door ticketing services across campus, utilizing on-site procedures and portable equipment.
- Maintain working knowledge of current campus events, and various special sales requests managed by the box office.
- Assist with high profile and/or large special events.

Facilities Operations
- Responsible for check in/out, and maintenance of building items such as: The Anchor paint supplies, A/V cables and adapters, building keys, portable sound systems, etc.
- Refilling of the VU Print station in the building with paper and toner.
- Maintain accurate log of lost and found items when turned in and when claimed.
- Other occasional duties include locking/unlocking the building, assisting with setups, etc. as requested by student manager or professional staff.

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.