



## 17/18 Patron Services Student Representative

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 students make a commitment to work at least six hours per week. Students will receive valuable experience and in many aspects of the performing arts, and will have the chance to attend 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.

---

**JOB TITLE:** UMS Patron Services Student Representative  
**DEPARTMENT:** Marketing and Communications – Ticket Office  
**REPORTS TO:** Ticket Services Manager

### SUMMARY DESCRIPTION:

Our student representatives serve as the front-line staff for all ticket sales and customer service interactions for the University Musical Society (UMS). Our department handles the ticketing for over 150 live performing arts events presented by UMS; the School of Music, Theatre & Dance; and the Ann Arbor Summer Festival. Duties also include front-of-house and box office staffing at performance events, and supporting the supervisor staff with projects and office management on a rolling basis. No prior arts experience necessary.

### REQUIRED HOURS:

Student staff should be available to work a varied schedule including regular business hours as well as evenings and weekends. Schedules may fluctuate between 6 to 20 hours per week, depending on need and availability. Applicants should be able to manage their time responsibly, and provide at least 10-12 hours per week in their availability for scheduling. All staff must work a *minimum* of 6 hours per week.

Regular business hours for our ticket office are 9am-5pm Mon-Fri, 10am-1pm Sat. In addition, we are responsible for the pre-performance ticket office and front-of-house staffing at events, most of which are on evenings and weekends.

### PRIMARY DUTIES & RESPONSIBILITIES:

Provide the best possible customer service while conducting accurate ticket sales transactions by phone, in person, and via mail or fax.

Use available tools to maintain up-to-date knowledge of policies, procedures, and promotions as well as strong skills regarding all available ticket options and performances.

Maintain ongoing organization of the office and perform daily tasks such as filing, making copies and processing mail.

**SPECIFIC QUALIFICATIONS:**

- Must be a current U of M student
- Must have a Work Study Award
- Reliable and Organized.
- Available to work a mix of day, night and weekend hours.
- Commitment to excellent, professional, patient, and flexible customer service.
- High level of dependability and professional work ethic.
- Able to communicate efficiently and accurately via phone, email, and in-person.
- Enjoys the challenge of working in a fast-paced, high-pressure environment.
- Able to retain and explain protocols & policies.
- Comfortable working independently and take initiative.
- Required computer skills: Microsoft Office, Google Suite.
- Some lifting may be required.

**DESIRED BUT NOT REQUIRED QUALIFICATIONS:**

- 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.
- Knowledge of Tessitura ticketing system helpful but not required.

To apply: All applications must be submitted via the Student Employment Office (SEO) Website.

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