



## 14/15 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. In addition, please forward your combined cover letter and resume to [umsinternships@umich.edu](mailto:umsinternships@umich.edu).

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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 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:

Hours can vary between 8-20 and will include weekday business hours (9am-5pm), Saturday mornings (10am-1pm), pre-show ticket office, and front of house events, most of which are evenings and weekends.

### PRIMARY DUTIES & RESPONSIBILITIES:

- Conduct accurate ticket sales transactions by phone, 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 sales, subscriptions, exchanges, discounts, gift certificates, and donor 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:

- Be willing to exercise patience and flexibility as well as appreciate working with the general public.
- Values and practices reliability.
- Ability to work and communicate efficiently and accurately.

- Professional in customer interactions.
- Strong desire to understand and appreciate a wide variety of cultures and traditions.
- Confident working with cash, possessing the ability to do basic math without use of a calculator.
- Commitment to excellent customer service.
- Comfortable working independently.
- Required computer skills: Microsoft Word and Excel, adept at using social media, comfortable using Google, Gmail, Drive and Calendars.
- Some lifting may be required.
- Enjoys the challenge of occasionally working in a fast-paced, high-pressure environment.

**DESIRED BUT NOT REQUIRED QUALIFICATIONS:**

- Knowledge of Tessitura ticketing system.
- Previous experience working retail, food service, or ushering.
- Has an interest in attending live performances, including dance, world music, symphonies, and theater.
- Ability to reassure and communicate an accurate reflection of venue experience.