



# Western Connecticut State University

## Facilities Scheduling & Promotion

### Student Staff Job Description

**Title: Event Attendant, Box Office/Ticket Seller, Door Guard, & Laborer**

**Pay Rate:** \$8-\$10 per hour

**Hours-**During the Academic year maximum of 20 hours/week

During breaks maximum 40 hours/week

#### **Purpose of Classification:**

Takes event tickets, directs patrons to seating. May also act as guard or usher and screens for contraband materials brought to the event. Laborers may set up and breakdown shows, unload/load trucks, and clean all areas in the arena.

#### **Example of Duties:**

- Collects tickets from patrons and ensures tickets are valid.
- Screens patrons for prohibited items, such as containers of alcohol.
- Guards entrances and exits and monitors aisles in facility.
- Directs patrons to their seating areas.
  - Provides information to patrons regarding the events and special facilities for the disabled; provides directions and/or parking alternatives request for visitors, students, staff and faculty.
- Counts tickets received.
- Unload and load trucks.
- Set up and breakdown shows.
- Clean restrooms and arena before, during, and after each show.

**Knowledge, Skills and Abilities:**

- Good Customer Service Skills.
- Knowledge of the seating arrangements and special facilities of the building.
- Skill in handling money including making change (for certain positions).
- Ability to effectively understand direction (verbal and written) and effectively communicate.
- Ability to lift heavy items.

**Minimum Qualifications:**

- No prior experience required.
- Clean and Neat appearance
- Be in good academic standing
- Must be trainable

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions may vary based on the specific tasks assigned to the position.