

University of Toronto  
Faculty of Kinesiology and Physical Education  
Sport & Rec/Intercollegiate Program

**POSITION TITLE**      **Assistant, Ticketing Operations**

Faculty:                      Kinesiology and Physical Education

Pay Range:                 \$20/hour, 20 hours per week

Classification:            USW Casual

Contract Start Date:    October 1, 2022

Contract End Date:      December 15, 2022

Under the general supervision of the Assistant Manager, Merchandise, Apparel & Ticketing Sales, the incumbent provides support to the intercollegiate and high-performance program. This hybrid on-site/work-from-home position will manage box office game day operations in-person on the weekends and fan services remotely from home during the week. Weekday hours are flexible and determined weekly with the Assistant Manager and weekend box office shifts are determined for the entire Fall season.

Working in a fast-paced, energetic team environment, the incumbent will be detailed oriented and deliver accurate, effective and efficient customer service while projecting a welcoming, positive and professional image for the Varsity Blues program and the University of Toronto.

**DUTIES**

- Assist with the training, scheduling and supervision of student staff for box office ticketing operations
- Field customer service inquiries with fans and guests
- Work with event management to provide excellent fan experience
- Other duties as assigned

**QUALIFICATIONS**

**Education:**      College Diploma in administration or equivalent combination of education and experience.

**Experience:**

1. Experience in ticketing and box office operations is an asset
2. Experience in retail POS system and cash handling and customer service delivery

**Other:**

3. Must be available in-person on weekends to supervise ticketing operations at intercollegiate games or special events
4. Must be able to field online inquiries from home during the weekday and participate in 2-3 hours of predetermined event management virtual meetings throughout the week
5. Ability to deliver high quality work in an environment of overlapping and time-sensitive tasks. Attention to detail is required.
6. Ability to successfully function in a position driven by competing demands and frequent interruptions.
7. Ability to work with diverse groups of people with excellent interpersonal and communication skills.
8. Ability to exercise initiative, discretion and good judgment.
9. Demonstrated excellence in oral/written communication.

**Deadline to apply:** September 26, 2022

**Please apply to:**

Ivan Canete

Assistant Manager of Merchandise, Apparel & Ticketing Sales

University of Toronto

[ivan.canete@utoronto.ca](mailto:ivan.canete@utoronto.ca)