

# California State University, Fresno Athletic Corporation

## TICKET OFFICE ASSISTANT – TICKET OPERATIONS

JOB ANNOUNCEMENT #25-719

<b>POSITION SUMMARY:</b>	<p><b>Part-time, non-benefited position available with the California State University, Fresno Athletic Corporation.</b> Under the direction of the Assistant Director of Ticket Operations, the Ticket Office Assistant – Ticket Operations is responsible for providing customer service, assisting with ticket sales and distribution, and managing inquiries related to athletic events. This role handles in-person, phone, and online communications regarding ticket availability, pricing, seating, and event details for all ticketed Fresno State Athletics Events. The assistant collaborates with full-time ticketing staff to ensure efficient processing of transactions, maintain accurate and detailed records, and establish a positive experience for fans. This position involves the setup and execution of all ticketing operations on game days as well as maintaining compliance with NCAA and Fresno State Athletics policies. This position is an hourly, non-exempt position that is expected to work approximately 20-25 per week which may include evenings, weekends, and holidays.</p>
<b>ESSENTIAL JOB FUNCTIONS:</b>	<p>Duties include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Input and process payments for ticket orders</li> <li>• Answer customer call inquiries about events, seating arrangements, and ticket policies</li> <li>• Utilize CRM to input and track customer information</li> <li>• Provide customer service and resolve tickets issues</li> <li>• Maintain accurate and organized files related to tickets and customers</li> <li>• Manage game day ticket operations</li> <li>• Other duties as assigned</li> </ul>
<b>QUALIFICATIONS &amp; EXPERIENCE:</b>	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <p><b><u>Required Qualifications:</u></b></p> <ul style="list-style-type: none"> <li>• Work experience that demonstrates strong customer service skills</li> <li>• Experience working with software such as Word and Excel</li> <li>• Must have reliable transportation</li> <li>• Strong oral and written communication skills</li> <li>• Ability to: <ul style="list-style-type: none"> <li>○ Work independently and follow through with minimal direction</li> <li>○ Work a flexible schedule including nights/weekends</li> <li>○ Work effectively with individuals from diverse ethnic, cultural and socio-economic backgrounds and project a professional attitude</li> <li>○ Adhere to CSU rules and regulations, Fresno State Athletics code of conduct, and NCAA rules and regulations</li> </ul> </li> <li>• Ability and willingness to support the diversity and equity commitments of the University and Athletic Department</li> <li>• A history of regular attendance and positive performance evaluations</li> </ul> <p><b><u>Preferred Qualifications:</u></b></p> <ul style="list-style-type: none"> <li>• Previous Ticketing Experience</li> <li>• Familiarity with Paciolan ticketing software</li> <li>• Experience working in the ticketing or marketing fields at the professional sports or collegiate athletic level</li> </ul>
<b>COMPENSATION:</b>	\$16.50 per hour
<b>DEADLINE:</b>	Application review begins immediately. Open until filled.

**TO APPLY:**

Please visit the Auxiliary Human Resources page at <https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html> for job announcement and application.

E-mail completed application & resume to: [aaronjohnson@csufresno.edu](mailto:aaronjohnson@csufresno.edu)

**RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION**

*California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>*

*Employment for this position is by the California State University, Fresno Athletic Corporation. This is not a State of California position.*

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