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|  | Date Revised: |
| STAFF Position Description |

**Instructions:** C*omplete this form for all staff positions. The form is also used to request a classification review of a currently filled position, or to update a position description with no review requested. After completion of the form, a signed copy should be given to the employee (if the position is filled), one copy forwarded to the Office of Human Resources (*[*hrclass-comp@csun.edu*](mailto:hrclass-comp@csun.edu)*), and the original electronic version maintained by the department.* [NOTE: This form is unlocked; you will need to **Ctrl + Click** to open links.]

**A. Action Requested**

Request a New position OR  Fill a Vacant position *(Must initiate through online recruitment)*  
 Initiate a Classification Review for a filled position

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| **Requestor:**  Employee OR  MPP Administrator | **Name:** |

Update an existing position description *(no review requested)*

New Employee/Appointment acknowledgment of the position description *(no review requested)*

*(Employee should be given full position description within one week of start date)*

**B. Current Information**

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| **Name of current incumbent:** *(if filled)* | | | | | | | | **Employee ID #:** | |
| *Or if vacant*, *name of previous incumbent*: | | | | | | | | | |
| **Classification Title:** Helper/Aide | | | | **Job Code:** | | | **Grade:** | **Position #:** | |
| **Working Title:** *(optional*)  Audience Service Worker-Ticket Office | | | | | | [**FLSA**](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) **Status:** Choose an item.  *(See link to* [***CSU FLSA/Job Code List***](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf)*)* | | | |
| **Department ID:** 10376 | **Department Name:** Performing Arts Complex Ad | | | | | | | | **Time Base:** 0.10 |
| **Lead** *(Staff lead, if applicable)*  **Name:** Zac Northcraft | | **Classification Title:**  Admin Analyst/Spclst | | | **Working Title:**  Ticketing/ Sales Manager | | | | |
| **MPP Administrator/Department Chair** *(Reports To)*  **Name:** | | | **Working Title:** | | | | | | |

*Please attach an org chart, if requesting a reorganization (current and proposed) (See link to* [***Campus Org Chart***](https://www.csun.edu/hr/orgchart)*)*

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| **Is this a sensitive position as designated by the CSU?**  Yes  No *(See link to* [***Sensitive Positions Table***](http://www.csun.edu/sites/default/files/sensitive-positions-table1.pdf)) |

**C. Position Purpose** *(Hint: Complete Section D. first and then summarize position’s purpose; typically between 2 to 5 sentences)*

*Please briefly describe the primary function, nature, and scope of the position.*

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| Audience Service Worker-Ticket Office will assist the Ticketing/Sales Manager and Ticket Office Senior Lead in the sale of tickets to the public for performances held in the Younes and Soraya Nazarian Center for the Performing Arts (The Soraya), the Plaza del Sol (PdS) as well as other Campus Theatres such as The Experimental Theatre. The work schedule varies and is based upon the scheduled usage of the venues. Work Calls are based on The Soraya/PdS and renter contract requirements and may vary at different times of the year.  Audience Service Workers (Ticket Office) are entry level employees who assist the Manager and Senior Lead in performing a variety of ticket office tasks including cash handling, multi phone line usage, assisting guests with the purchase of tickets either over the phone or in person having the knowledge of the House seating, costs of individual seats, series seats, discounted seats at the same time being flexible and patient answering questions regarding policies and procedures on multiple theatres and printing tickets. Additionally, Audience Service Workers (Ticket Office) help with stuffing envelopes, mailings, will call, providing the highest level of customer service in every aspect of the Guest experience in the sale of tickets and merchandise for The Soraya and PdS. Must go through finger printing and back ground check. |

**D. Major Duties**

*Describe each major set of responsibilities assigned to this position (typically 4 to 7) listing them in order of importance. Indicate the approximate percentage (minimum of 5% for a given major duty, with the total equaling 100%) of time spent in each area of responsibility, estimated over a year timeframe. Miscellaneous or other duties as assigned should be 5%.*

*Indicate duties, which are “****essential functions****” by checking the Essential box in the right column (15% or greater to be considered essential).*

*The Americans with Disabilities Act (ADA) provides that there shall not be a barrier to employment for an otherwise qualified disabled individual who is able to perform the “****essential functions****”, which is intrinsic to the work.* ***A function may be essential because******1)*** *the position was established to perform the function;* ***2)*** *a limited number of employees are available to perform the function; and/or* ***3)*** *removing the function would fundamentally change the position.  (Example: A receptionist must be able to respond to in-person, telephone and electronic inquiries).*

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| **Description of Duties** | **% of Time Total = 100** | **Essential  (Minimum 15%)** |
| **Ticket Office Sales & Customer Service:** Audience Service Workers-Ticket Office assist guests at the Ticket Office window, over the phone, as well as on the computer, in the sale of tickets to performances held at the The Soraya and PdS as well as The Experimental Theatre. Ticket Office staff will also help set up directional and way finding signage to help direct guests to the Ticket Office and Will Call, set up tables and chairs as needed, and assist with the selling of artist and venue merchandise on days and/or nights of performances. Working with the Ticket Office Supervisor and/or Assistant will open up the Ticket Office for business, use multi line phone system, understand policies and procedures, cash and credit card handling, theatre seat structure understanding, printing of tickets, use of 10key calculator, type 35 wpm, able to lift 35 lbs and provide the highest level of customer service when dealing with guests on a daily basis | 85 |  |
| **Ticket Documentation & Sales Support:** Audience Service Workers-Ticket Office staff also will spend part of their time filing, stuffing envelopes for mailing, addressing envelopes, helping with upcoming season brochures and ticket order forms. Ticket Office staff will occasionally be required to perform outbound calling of subscribers and single ticket purchasers. Researching upcoming artists to better understand their business and share knowledge about the performers they are selling tickets to guests. May include opportunity for off-campus tabling events. | 10 |  |
| Performs other duties as assigned. | 5 |  |

**E. Physical and Cognitive Demands; and Environmental Conditions**

*Check the appropriate box for each of the following items that most accurately describes the minimum extent of the specific activity performed by this position. Based on a typical workweek.*

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| **PHYSICAL DEMANDS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |  |  | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Key Boarding and Mousing |  |  |  |  | 1. Lifting or Carrying |  |  |  |
| 1. Repetitive Motion of upper extremities |  |  |  |  | 1. Up to 10 lbs. |  |  |  |
| 1. Hearing |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Sight |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Sitting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Standing |  |  |  |  | 1. Pushing or Pulling |  |  |  |
| 1. Walking |  |  |  |  | 1. Up to 10 lbs. |  |  |  |
| 1. Bending *(from waist or neck)* |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Climbing *(Ladders, stairs or stools)* |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Stooping, Kneeling, or Squatting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Reaching |  |  |  |  |  |  |  |  |

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| **ENVIRONMENTAL CONDITIONS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Inside *(Typical office environment)* |  |  |  |
| 2. Elevated Work *(Raised platform/scaffold)* |  |  |  |
| 1. Extreme Temperature *(hot or cold)* |  |  |  |
| 1. Outdoor |  |  |  |
| 1. Hazards |  |  |  |

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| **OTHER**  *Describe any additional demands/conditions or special circumstances (including special schedules) that are pertinent to the position.* |
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**F. Equipment** *List any special software and machines, tools, and equipment used on a regular basis.*

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| **Type** | **Purpose and Desired Results** |
| *Example A1) Lawn Mower Example B1) Microsoft Word* | *Example A2) Mowing grass Example B2) Create or update documents* |
| Computer | Processing Ticket Transactions |
| Audience View Unlimited | Processing Ticket Transactions |
| Microsoft Office Applications | Send e-mail and run select spreadsheets |
| Sling | Assist with scheduling and shift exchanges |

**G. Training and/or Licenses; and Additional Experience, Knowledge, Skills, and Abilities**

**(A). Training and/or Licenses:** *List required and preferred training, licenses or certifications. If a license is required for any position outside of the* [*CSU Professional License Table*](https://www.calstate.edu/hrpims/pims/Appendix/professional_license_table.htm)*, a justification must be provided in description.* ***\*****Any CSU/CSUN “Required” training will be provided after starting the appointment.*

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|  | **Required** | **Preferred** | **N/A** |
| **\***CSU Sexual Harassment Prevention / Title IX / Data Security Training *(Required for ALL employees)* |  |  |  |
| **\***CSUN Procurement Card (P-Card) Training |  |  |  |
| **\***CSUN [Defensive Driver Training](https://www.csun.edu/ehs/request-defensive-driving-powered-cart-training)  and Powered Cart/Low Speed Vehicle Safety Training (if appl) |  |  |  |
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| **(B). Additional Experience, Knowledge, Skills, and Abilities:***List additional knowledge, skills, abilities and unique experience. Human Resources will determine the minimum qualifications based on the CSU Classification Standards.* | | | |
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**H. Lead or Oversight of Other Positions**   Yes  No (Please list below) *List positions (including Student Assistants and Volunteers) that incumbent will lead, oversee or provide direct or general work direction, if applicable. (Generally, non-MPP Staff may lead, oversee, coordinate, and provide input for hiring and evaluations to MPP Administrators. Management and supervision authority is held at the MPP Administrator level.):*

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| **Working Title** *(if applicable)* | **Classification Title** | **Position Number(s)** |
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**I. Changes in Position**

*Summarize the changes (including minor updates, additions, and removals) that have been made to the position since it was last reviewed.*

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| Position description was updated to new format |

**J. Signatures** *(Print, sign and date below)*  **EMPLOYEE** (*Acknowledgement of reading and receiving a copy of this job description*)

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| **Employee:** | **Signature:** | **Date:** | **Extension:** |
| **LEADS / MPP ADMINISTRATORS** (*Acknowledgement that the information is accurate*) | | | |
| **Non-MPP Lead:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |
| **1st level MPP Administrator/Dept. Chair:** *(required)* | **Signature:** | **Date:** | **Extension:** |
| **2nd level MPP Administrator:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |
| **3rd level MPP Administrator:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |
| **4th level MPP Administrator:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |