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|  | Date Revised: 1/17/2023 |
| 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, and the original electronic version maintained by the department.* [NOTE: This form is unlocked; you will need to **double-click** check boxes in order to check, and 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:**  |

[x]  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 7 working days 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:** Admin Support Assistant 12 Mo | **Job Code:** 1032 | **Grade:** 2  | **Position #:** 99745596 |
| **Working Title:** *(optional*)Ticket Office Lead (Pool) | [**FLSA**](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) **Status:** Non-Exempt*(See* [***CSU FLSA/Job Code List***](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) *-* [csun.edu/careers/resources-links](https://www.csun.edu/careers/resources-links)*)* |
| **Department ID:** 10376 | **Department Name:** Performing Arts Complex | **Time Base:** 1.0 |
| **Lead:** *(non-MPP Reports To, if applicable)***Name:** Chikatoshi Kitigawa | **Classification Title:** Admin/Analyst Spec, Grade 2 | **Working Title:**Ticket Office Supervisor |
| **MPP Administrator:** *(Reports To)***Name:** Zac Northcraft | **Working Title:**Ticketing/Sales Manager  |

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

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

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

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

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| The Ticket Office Lead will assist the Ticket Office Supervisor in all phases of ticket office operations. Assists with leading and guiding the Ticket Office associates (pooled staff service workers), and completing moderate to complex administrative tasks such as subscription renewal and processing tele-sales orders; oversees ticket office during select CSUN performances on the night of show; performs other duties as assigned. |

**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 TimeTotal = 100** | **Essential (Minimum 15%)**  |
| **Day-to-day Ticket Office Oversight:** Assists the Ticket Office Supervisor in all phases of ticket office operations, occasionally opening and closing office. Assists in carrying out all regular ticket office duties, including but not limited to selling tickets, printing tickets, answering customer email, etc. Leads the processing of tele-sales orders, often in collaboration with external vendor. Builds and processes promotional codes and assists Ticket Office Supervisor with exchanges and complimentary ticket assignments. Oversees pooled ticket office staff in day-to-day operations of the ticket office including but not limited to scheduling staff, overseeing staff clocking in and out, etc.  | 35 | [x]  |
| **Ticket Office during Performances:** Is present for assigned performances, staffing ticket office and overseeing pooled staff before and during performances. Sets up ticket office before the performance and coordinates with house management as assigned to address any ticket-related issues before and during the performance.  | 35 | [x]  |
| **Ticketing Equipment Maintenance:** Ensures all ticketing equipment (i.e. computers, payment devises, printers, etc.) are fully functional and performing at optimal levels. If equipment is not working at optimal levels, works with Ticket Office Supervisor and other staff members to have equipment serviced and fixed. Assists with the oversight of inventory lists and maintenance schedules.  | 25 | [x]  |
| 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
 | [x]  | [ ]  | [ ]  |  | 1. Lifting or Carrying
 |  |  |  |
| 1. Repetitive Motion of upper extremities
 | [x]  | [ ]  | [ ]  |  | 1. Up to10 lbs.
 | [ ]  | [x]  | [ ]  |
| 1. Hearing
 | [x]  | [ ]  | [ ]  |  | 1. Up to 25 lbs.
 | [ ]  | [x]  | [ ]  |
| 1. Sight
 | [x]  | [ ]  | [ ]  |  | 1. Up to 50 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Sitting
 | [x]  | [ ]  | [ ]  |  | 1. Over 50 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Standing
 | [ ]  | [ ]  | [x]  |  | 1. Pushing or Pulling
 |  |  |  |
| 1. Walking
 | [ ]  | [ ]  | [x]  |  | 1. Up to10 lbs.
 | [x]  | [ ]  | [ ]  |
| 1. Bending (from waist or neck)
 | [ ]  | [ ]  | [x]  |  | 1. Up to 25 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Climbing Ladders
 | [ ]  | [ ]  | [x]  |  | 1. Up to 50 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Stooping, Kneeling, or Squatting
 | [ ]  | [ ]  | [x]  |  | 1. Over 50 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Reaching above shoulder level
 | [ ]  | [ ]  | [x]  |  |  |  |  |  |

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

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| **OTHER**  *Describe any additional demands/conditions or special circumstances that are pertinent to the position.* |
| Works some nights and weekends as assigned. |

**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 Knowledge, Skills, Experience**

**(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) *(*[*www.calstate.edu/hrpims/pims/appendix/professional\_license\_table.htm*](http://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)* | [x]  |  |  |
| **\***CSUN Defensive Driver Training and Powered Cart/Low Speed Vehicle Safety Training (if appl) | [ ]  | [ ]  | [x]  |
| **\***CSUN Procurement Card (P-Card) Training | [x]  | [ ]  | [ ]  |
|       | [ ]  | [ ]  | [ ]  |
| **(B). Additional Knowledge, Skills, and Experience:***List additional knowledge, skills, and 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** [x]  Yes [ ]  No (Please list below) *List positions (including Student Assistants) 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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| **Name** *(if applicable)* | **Classification Title** | **Position #** |
| Audience Service Worker-Ticket Office (Pool) | Helper/Aid | 99744547 |

**I. Changes in Position**

*If this is an existing position that you believe has changed, what specific duties or responsibilities have been changed, added to, or removed since the position was reviewed previously or since the incumbent was assigned?*

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**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:**  |