

# OPENING NIGHTS

at FLORIDA STATE UNIVERSITY

## JOB DESCRIPTION

**Title:** Work Study Patron Services Representative  
**Reports To:** Business & Patron Services Manager

Opening Nights at Florida State University presents compelling and distinguished artists who provide extraordinary experiences that educate, inspire and connect diverse audiences on and off campus. Opening Nights presents over 30 performances, events, and education experiences for the university and community at large.

The Patron Services Representative will work with the Ticket Office to provide outstanding customer service to Opening Nights patrons and assist with the ticket-buying process in the ticket office and at select performances.

### Responsibilities:

- Provide outstanding customer service to Opening Nights patrons through telephone, email, and box office window interactions
- Assist patrons in the ticket-buying process over the phone, in person, and via email
- Distribute will-call tickets
- Maintain knowledge of ticketing policies and season event information
- Prepare ticket orders for mailing
- Adhere to Payment Card Industry Data Security Standards (PCI DSS)
- Complete annual PCI DSS training (through Canvas)
- Assist with pre- and post-event logistics as needed (transport box office supplies to and from events)

### Qualifications:

- Exceptional communication skills
- Fluency in the English language
- Ability to perform well and multitask in a fast-paced environment
- Evidence of a positive, mature disposition
- Reliable, flexible, self-motivated, and meticulous
- Ability to lift equipment and supplies weighing up to 25 pounds
- Appreciation of performing arts

### Time Commitment:

Average of 10-15 hours per week, split between office support during regular working hours and event support.

**Compensation:** \$13.00/hr, admission to most performances

### To Apply

Email a cover letter and resume to [blister@fsu.edu](mailto:blister@fsu.edu). Priority is given to work-study students. If eligible for work study, please indicate this in your cover letter.