

## VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: AUXILIARY SERVICES ASSISTANT**

**FLSA STATUS: NONEXEMPT**

**BASIC FUNCTION:**

Under the direction of an area administrator, perform a limited number of duties which may include assisting with bookstore operations such as cashiering and customer service; supporting ticket sales and related functions; and/or assisting the performing arts center technical staff in supporting the needs of an event or production.

**REPRESENTATIVE DUTIES:**

Operate a cash register; verify money in register; make change and process refunds and exchanges according to established policies and procedures; verify checks and process credit card purchases; update and print bad check files; reconcile ticket office cash drawer at the end of a day or sale period. *E*

Maintain bookstore in a clean and orderly condition; price and display merchandise; utilize bookstore computer and SEARCH program. *E*

Sell tickets at the ticket office and event locations; take tickets at the event; schedule special group attendance at events. *E*

Assist performing arts center technical staff in preparing lobby prior to, during and after an event; lock and unlock lobby and house doors as appropriate; pick up trash and lost items. *E*

Organize effective use of ushers and ticket takers; assist with ticket collection and program distribution; assist patrons attending events, providing direction toward seats, restrooms, telephone and box office; interact with and assist members of the contracting organizations regarding their use of the facility lobby, house and box office. *E*

Process incoming and outgoing mail as it relates to ticket sales. *E*

Operate a variety of equipment including computer, copier, cash register, credit card machine, adding machine. *E*

Perform a limited number of basic duties as assigned related to ticket sales, bookstore cashiering and in supporting the needs of an event or production at the performing arts center. *E*

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Basic math and cashiering skills.

Sales and merchandising techniques.

## **Auxiliary Services Assistant – Continued**

Basic office practices and equipment.  
Basic record keeping techniques.  
Basic computer operation.  
Telephone techniques and etiquette.  
Interpersonal skills using tact, patience and courtesy.

### **ABILITY TO:**

Operate a cash register and make change accurately.  
Operate a variety of office machines including a computer.  
Perform basic clerical and cashiering duties and maintain routine records.  
Process refunds and exchanges according to established policies and procedures.  
Learn and apply policies, rules, and procedures.  
Understand and follow oral and written directions.  
Communicate effectively both orally and in writing.  
Answer telephones and greet the public courteously.  
Work cooperatively with others.

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and one year experience in a customer service environment, such as retail, sales, or office work which includes cashiering experience.

### **WORKING ENVIRONMENT AND PHYSICAL DEMANDS:**

#### ***Disclosure:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### ***Bookstore and Performing Arts Center Environment:***

While performing the duties of this job the employee is required to perform moderate lifting (15-44 pounds); use hands to type or handle materials; reach above the shoulder, overhead and horizontally; stand for extended periods of time; and talk and hear to exchange information.

Incumbents may be exposed to contact with dissatisfied or abusive individuals. Position is subject to variable working hours.