

## JOB DESCRIPTION

<b>Job Title:</b>	<b><u>Event Staff</u></b>
<b>Reports To:</b>	Event Supervisors, Event Manager
<b>FLSA Status:</b>	Part Time Hourly; Non Exempt
<b>EEO Status:</b>	Customer/Guest Services
<b>Entity:</b>	Spectra Venue Management

**SUMMARY:** Everyone who works at Spectra Venue Management is in the service business. Our goal is to provide our guests with a consistent level of excellent service. Every guest who walks through our doors should be greeted with a smile, friendliness, warmth and sincerity. Customer Service begins with the guest's first impression of you and their first impression is formed by what they see. If you look professional and ready to serve, guests will assume that you are competent and that you know what you are doing. To be a successful member of our team your behavior, appearance, knowledge and skill must be exceptional.

**ESSENTIAL FUNCTIONS:** *(including, but not limited to...)*

- Must possess a customer service focused, proactive and positive attitude at all times with patrons, staff and co-workers.
- Welcome guests, address questions and concerns specific to the event and/or venue, direct guests in the general area of their seat and/or re-seat patrons if there are concerns and ensure aisles remain clear.
- Act in a friendly, open, and welcoming demeanor. Conduct themselves in professional manner with visitors, fellow employees or supervisors. Present a calm friendly bearing in all environments.
- Accept admission tickets, pass or acknowledge the appropriate admission badge or credential and allow only authorized guests entry to the venue.
- Responsible for surveying immediate work area prior to guests' entry for any hazards that may exist.
- Assist disabled guests to their seats and address questions or concerns involving accessibility.
- At the conclusion of an event, sweep assigned section and the facility of guests, ensuring that the facility is cleared of general public.
- Demonstrates an understanding of the policies and regulations of the facilities. As such, enforce policies and procedures of Comcast Spectacor and the Cross Insurance Center.
- Become knowledgeable on emergency procedures if an incident were to occur by knowing and understanding evacuation routes and procedures.
- On occasion assists the operations team in set up and breakdown of the equipment throughout the venue.
- Possess the ability to work independently and as a team member, as well as, the willingness and flexibility to work with a diverse population of guests, vendors, clients and fellow arena staff.

**QUALIFICATIONS:**

- Holiday, weekend and night availability.
- Must be 18 years of age or older.
- Must possess a minimum of 1-2 years in customer service experience.
- Position does require standing for extended periods of time and ability to climb stairs.
- Must be comfortable working with the public and have strong interpersonal, verbal communication skills.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

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

**Physical Demands:**

- Employee is frequently required to stand in a stationary position while at their post; walk; use hands and arms to handle or feel objects, or controls; climb stairs; balance; stoop, kneel, crouch or crawl; talk and hear. Employee will seldom lift and/or move up to



50 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Work Environment:**

- The duties of this position are performed primarily indoors and occasionally outdoors in the weather conditions prevalent at the time. The noise level in the work environment is usually minimal to moderate during non-concert days and moderate to loud during concert event days.

**EOE.DFWP**

*I have read and understand the above job requirements. I am also aware that these responsibilities may change from time to time with or without notice.*

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_