

Guest Services Worker |Part-Time

Overview

A Guest Service Worker is an on-call, per event employee who will act as primary provider of direct service to guests as they are entertained. They are responsible for providing a safe environment for our guests and ensuring all service needs are met. Guest Service Attendants will work in positions as needed including; usher, ticket taker, suite staff and door guards.

Responsibilities

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

- Provide exceptional customer service to all guests
- Greet guests and collect tickets as they enter the building or section assigned
- Ensure guest compliance with outside food/beverage and camera building policies
- Usher guests to their seats and provide directional assistance throughout facility
- Monitor guest conduct and provide assistance to guests
- Assist in providing a safe and secure environment for IEC
- Report any unsafe equipment or situations to supervisory staff immediately
- Perform crowd control management functions
- Act as a member of the emergency evacuation team by directing guests to emergency exits
- Monitor emergency exits and assist guests with special needs
- Move around to various positions/locations as event needs
- Hand out materials to guests as needed for events
- Follow directions for all event procedures and safety standards
- Provide excellent customer service assistance to internal and external clients
- Exemplify the *How You Doin* philosophies

Intellectual/Social demands:

- While performing duties of this job, the employee is frequently required to multi-task under time limits and in high pressure situations. Position requires frequent attention to details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. This position requires constant use of interpersonal skills with internal and external clients including: greeting, directing clients verbally and with visual cues towards various building locations. Position also requires being able to recognize and resolve conflicts, by being able to openly communicate with clients and determine optimal solution to their concern. Employee must frequently work both independently and as part of a team.

Physical demands:

- While performing the duties of this job, the employee will frequently move about various areas of the buildings in the course of directing or escorting customers to their seats. Employee must frequently communicate in-person with supervisors to exchange information.

Work environment:

- The duties of this position are performed primarily in doors. The noise level in the work environment is usually moderate to loud during event days.
- The employee is occasionally exposed to weather conditions by entrances prevalent at the time of events.

INTELLECTUAL/SOCIAL, PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The intellectual/social, 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.

