

## **EVENT PERSONNEL**

### **(Guest Services Attendant)**

**Department:** Event Services  
**Status:** Part-time, Hourly  
**Immediate Supervisor:** Event Manger, Event Services  
**Supervisor**

### **Summary**

As a representative of the Event Staff, you are the primary contact with the guests at the facility. You will have knowledge of the building and its services. You will be required to provide a safe and enjoyable environment for our guests.

### **Qualifications**

- Must be available for at least ½ of all events occurring within each month
- Experience in customer service
- Ability to manage high stress situations
- Able to be on feet for long periods of time
- Able to work a variety of events including children's shows, theatre performances, and loud concerts
- Must have a pleasant and outgoing personality
- Must be friendly, courteous and polite with a positive attitude

### **Job Functions**

- Be familiar with ticketing, seating locations, procedures and building policies
- Able to handle large groups of guests
- Maintain control of your assigned sections or area.
- Anticipate and correct any trouble situations in your area
- Know general building information and locations of various amenities
- Ensure areas are safe for patrons and staff.
- Monitor alcohol consumption and related issues
- Provide exceptional customer service to all patrons
- Perform other duties as assigned