



Job Title: Guest Services Representative

Job Summary:

This position is responsible for acting as Ushers, Ticket Takers, and general Customer Service for events and day-to-day operations. As a Guest Services Representative you will always be committed to providing EXCEPTIONAL customer service while working at the Abbotsford Centre. The Guest Service Representative must maintain an excellent attendance and be available to work events as scheduled per business need.

Major Duties and Responsibilities:

- When assigned as a Ticket Taker, responsible for checking and scanning all tickets from patrons.
- When assigned as an Usher, responsible for checking tickets, making sure guests are in the proper section, seat or suite; assisting patrons to find their seats and to answer questions. Ushers also may help resolve questions regarding proper seating or patron behavior.
- Having a thorough knowledge of the venue along with its policies and procedures.
- Provide access control and ensure the venue is safe for guests.
- Provide guests with directions or other venue information.
- Ensure a safe and fun environment for all guests, staff and performers.
- Field all comments/concerns in a prompt and friendly manner through the appropriate channels.
- Assist in ensuring regulations and procedures are enforced in a positive and proactive manner.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Ability to communicate with employees, co-workers, volunteers, management staff and Guests in a clear, professional and respectful manner which focuses on creating a positive, enthusiastic and cooperative work environment.
- Positive, Guest focused attitude.
- Must be a self-starter and possess good verbal and written communication skills.
- Ability to work well in a team-oriented, fast paced and event driven environment.
- Ability to use positive problem-solving skills.
- Ability and willingness to handle tough, high-pressure situations while remaining calm and professional.
- Ability to speak, read and write in English.

Working Conditions:

- Working in the venue most of the time which holds small and large public and private events.
- Must be able to work in loud crowded environments.
- Must be able to work long, flexible hours including evenings, weekends, and holidays.
- Must be able to stand or walk for a long period of time.
- Will be faced with stressful situations from time to time.
- Independent work – must be able to work independently and as part of a larger team, show initiative, be proactive and have a passion for providing great service.