

MINNESOTA'S ROCHESTER
MAYO CIVIC
CENTER CONVENTIONS
& EVENTS

JOB DESCRIPTION

TITLE: Guest Service Team Member

DEPARTMENT: Operations

TYPE: Part-Time, Non-Exempt

IMMEDIATE SUPERVISOR: Event Coordinator

SUPERVISION EXERCISED: None

GENERAL STATEMENT OF DUTIES:

This position works all Front of House areas of Mayo Civic Center. This position also handles all guest services, including services for persons with disabilities. The primary responsibility of this position is to help create a positive event experience for all guests.

AREAS OF RESPONSIBILITY:

Enthusiastically greet guests and provide event and arena information

Take tickets at the entrance of the Facilities.

Seat guests according to ticket numbers and assist guests with all questions or concerns.

Monitor door entrances and exits, keeping unauthorized persons out of restricted areas.

Enforce facility policies (i.e., no smoking, no re-entry) by monitoring stairs and sections.

Handle all needs for guests with disabilities including ticketing, entrance/ exiting, seating and overall ADA compliance.

Patrol and maintain Front of House area of the Facilities, ensuring that all areas are clean, safe and secure.

Report or log all incidents and related activities.

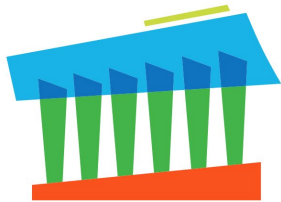
Perform other tasks as assigned.

QUALIFICATIONS:

Candidates must be 18 years of age or older.

Clean and neat in appearance.

Must be able to communicate clearly, have a friendly disposition, and a smile!



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Previously demonstrated strong Customer Service experience is required.

Candidates must be able to stay calm in the stressful and fast-paced environment.

Experience in handling conflict in a friendly and effective manner is preferred.

ESSENTIAL FUNCTIONS:

Ability to walk freely up and down steps.

Ability to speak and understand English.

Ability to stand for long periods of time.

Ability to work nights, weekends and holidays.