

**Position:** Guest Experience Premium Services Supervisor    **Department:** Guest Experience

**Reports To:** Guest Experience & FOH Manager    **FLSA Status:** Hourly/Non-Exempt

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**Summary**

Supervise Premium Concierge staff members within the Gas South Arena Club Level to ensure successful events and overall department performance. Provide assistance to Suite Holders and Club Level patrons, other Guest Experience Managers, and outside departments to ensure facility readiness, excellent customer service, and operational continuity. Diligently work to control any unauthorized access to suites and premium clients.

**Responsibilities & Duties**

Include the following. Other duties may be assigned.

***Guest Experience Team Member Responsibilities:***

- Embody the company core values.
- Provide guests, clients, and team members with the best experience possible while providing excellent customer service and enforcing building policies.
- Be customer-service oriented, have a guest-friendly attitude, and always give a memorable experience.
- Greet guests in a friendly manner upon ingress and egress, and proactively offer directions.
- Follow prescribed protocols for the safe egress of guests during all emergency evacuation situations.
- Provide guests with accurate event and venue information.
- Receive and act on complaints from patrons utilizing training, service recovery options, and established procedures.
- Handle guest problems and complaints when intervention by a supervisor is required.
- Monitor guest behavior and take steps to ensure that each guest may enjoy the event without disruption from others.
- Follow instructions and respond to feedback from Management with a positive and cooperative attitude.
- Follow policies and procedures as set forth by the Guest Experience Department and Gas South District.
- Be knowledgeable of and enforce building policies when necessary.
- Ensure that prohibited items are handled properly.
- Collect lost and found items and turn them in according to department procedures.
- Attend and participate in pre-event briefings.
- Distribute programs, promotional materials, umbrella bags, and other items to guests.
- May be re-deployed or called upon to work in other areas without notice.
- Responsible for own availability and scheduling through the online electronic scheduling system.
- Responsible for being on time and working scheduled events.
- Must present neat and professional appearance.

**Premium Services Supervisor Duties:**

- Directly supervises Premium Concierge staff in the Guest Experience department to ensure a successful event and overall department performance.
- In coordination with Premium Concierge staff, handle guest problems and complaints when intervention by a supervisor is required.
- Arrive to work on time consistently in order to be in place before line-level team members arrive.
- Be available to work a minimum of 50% of monthly events.
- Supervise on-site staffing and deployment.
- Primary contact for addressing employee and guest complaints.
- Determine appropriate responses to problems and emergencies.
- Assist with coaching line-level Premium Concierge staff up to accepted standards.
- Responsibilities include interviewing, training, recognizing, and disciplining employees.
- Inspect areas of responsibility to ensure Guest Experience is in complete compliance with established facility standards.
- Knowledgeable of service recovery options and utilize these options with team members and guests when needed.
- Attend mandatory supervisor meetings, job fairs, annual trainings, new hire orientations, and other leadership assignments.
- Analyze information, implement changes, and communicate progress to appropriate parties.
- Disseminate information and delegate work assignments to proper employees.
- Complete necessary documentation for counseling in department's disciplinary issues with assistance from full-time managers.
- Be knowledgeable of correct legal and customer service considerations to guests with ADA requirements and other special needs.
- Complete nightly supervisor paperwork.
- Assists with special event details when necessary.
- Provide other guest services tasks for Gas South District at the highest levels.

**Skills and Abilities**

Position requires the ability to:

- Demonstrate strong customer service skills in dealing with the public.
- Work independently with minimal supervision.
- Be a supportive team member.
- Exhibit a friendly and courteous style with strong communication skills.
- Be assertive when dealing with difficult situations and large crowds.
- Mentally and physically be able to deal with assigned tasks including extended periods of standing and at times extensive walking from one location to another on hard surfaces.
- Demonstrate excellent written and verbal communication skills.
- Speak fluent English, with additional language(s) an asset.
- Read, speak, and write in English in order to:
  - Read and understand written policies, procedures and rules.
  - Speak clearly with customers and other employees.
- Multi-task.
- Work a flexible schedule including days, nights, weekends, and holidays.

**Physical Demands & Work Environment:**

Position requires:

- Extensive mobility to walk up and down aisles and stairs, move quickly between floors, and to stand for up to 6 hours without a set break.
- Ability to use hands and fingers to handle/ feel tickets, type reports, and prepare equipment for distribution.
- Ability to see in order to identify tickets validity, seat locations, and potential safety & security hazards.
- Ability to walk, talk, and hear.
- Ability to lift and/or move up to 25 pounds.
- Ability to assist a guest getting in and out of a wheelchair.
- Ability to push a wheelchair with guests sitting in the chair.
- Ability to withstand moderate to loud noise. Noise level in work areas is usually moderate, however, during events the noise level may be loud.
- Performance will be reviewed periodically by Guest Experience Management Team.

**Education and Experience:**

High School Diploma or General Education Degree (GED). Preferred one to two years customer service experience and/or training.