

Position: Guest Experience Team Member

Department: Guest Services

Reports To: Guest Experience & FOH Manager

FLSA Status: Hourly/Non-Exempt

Summary

Our mission in the Guest Experience Department at Gas South District is to provide the highest level of customer service and safety, create memorable experiences for our guests, and have a great time doing it! Be a part of sports, concerts, and a variety of other events that we host at our venue. A flexible work schedule allows you to select your availability from month to month. Our Guest Experience Team Members work hard to make sure that everyone who comes to Gas South District experiences the level of hospitality we strive to deliver. Hourly wage is \$14/hr.

Guest Experience Team Member Responsibilities:

- 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 ingress and egress of guests.
- Provide guests with accurate event and venue information.
- Act on complaints from patrons utilizing service recovery options and established procedures.
- Identify and resolve safety concerns.
- Be knowledgeable of and enforce building policies when necessary.
- Assist Operations on a regular basis with removing chairs from the floor and, on occasion, removing large trash items from the seating bowl between busy shows.
- Must present a neat and professional appearance.
- Arrive to work on time consistently in order to be in place before doors open to the public.
- Be available to work a minimum of 50% of monthly events.
- Regulate crowd control and safety of Gas South District guests by assisting with ticket checks, security search action, monitoring guest behavior, and alcohol intake.
- Demonstrate a bias for action with the ability to work in changing environments.
- Work as a supportive team member as well as independently, exercising judgment and initiative.
- Be assertive when dealing with difficult situations and large crowds.
- Work a flexible schedule including nights, weekends and holidays.

Physical Demands & Work Environment:

Position requires:

- Extensive mobility to walk up and down aisles and stairs and to stand for extended periods.
- Ability to use a ticket scanning device to scan guest tickets as they enter the building.
- Ability to examine tickets for entry to various seating locations around the venue during an event.
- Ability to lift and/or move up to 20 pounds.
- Ability to withstand moderate to loud noise and exposure to strobe lights.
- Ability to work in varying weather conditions, from high levels of heat to freezing temperatures.

Education and Experience:

High School Diploma or General Education Degree (GED) and a preferred 6 months of customer service experience.