

Position: Guest Experience Team Member**Department:** Guest Services**Reports To:** Guest Experience & FOH Manager**FLSA Status:** Hourly/Non-Exempt

Summary

Represents the Guest Experience Department and our highest level of customer service standards. Proactively interacts with Infinite Energy Center guests & clients to create memorable experiences and satisfy concerns as they arise. Ensures required policies, procedures, and security protocols are being enforced. This position primarily works in the Arena and Forum, but on occasion may be requested in locations throughout campus.

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 up to the level where 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 from supervisors & management with a positive and cooperative attitude.
- Follow policies and procedures as set forth by the Guest Services Department and Infinite Energy Center.
- 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 Guest Services 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 & scheduling through the online scheduling system.
- Responsible for being on time and working scheduled events.
- 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.

Event Staff Duties:

- Exhibit high level of building knowledge, proactiveness, professionalism, and customer care.
- 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 Infinite Energy Center spectators by assisting with ticket checks, security search action, monitoring guest behavior, and alcohol intake.
- Be knowledgeable of correct legal and customer service considerations to guests with ADA requirements and other special needs.
- Appear approachable and courteous at all times.
- Be knowledgeable of event related subjects such as the teams, building, or performing artist.
- Answer any questions guests may have with the highest level of accuracy.
- Provide information regarding tickets, policies, transportation, and parking.
- Answer radio calls in a prompt, professional, and friendly manner.
- Provide other Guest Experience tasks for Infinite Energy Center at the highest levels.

Skills and Abilities

Position requires the ability to:

- Serve as an empathetic team member with a passion for serving others.
- Exhibit a friendly and courteous style with strong verbal communication skills.
- Demonstrate a bias for action with the ability to work in changing environments.
- Be a performance driven individual with a focus on maintaining the highest standards.
- Work effectively under pressure and display strong customer service skills.
- Work as a supportive team member as well as independently, exercising judgment and initiative.
- 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.
- Ability to tolerate loud noises and varying temperatures regularly during work hours.
- 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, move quickly in and out of suites, and to stand for up to 6 hours without a set break.
- Ability to use a ticket scanning device to scan guests' tickets as they enter the building and verify authenticity.
- Ability to examine tickets for entry to various seating locations around the venue during an event.
- Ability to walk, talk, and hear.
- Ability to lift and/or move up to 25 pounds.
- 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.

Education and Experience:

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