POSITION: Guest Relations Representative
REPORTS TO: Guest Relations Manager
DEPARTMENT: Event Services
FLSA STATUS: Non-Exempt

SUMMARY – Under the supervision of the Guest Relations leadership team this position is responsible for providing world class customer service to the guests at the Chesapeake Energy Arena and Cox Convention Center. This is a part-time/temporary position that is usually scheduled to work after normal business hours. **This is a part-time/temporary position that is usually scheduled to work after normal business hours. This position requires employee be available for shifts starting at 5:00pm Monday –Friday.**

ESSENTIAL DUTIES AND RESPONSIBILITIES
Include the following. Other duties and responsibilities may be assigned.
- Ensure guests feel welcome by greeting and seating guests in the arena in a friendly, professional manner to assure a positive impression.
- Scan tickets at entry points with a smile and friendly greeting.
- Act as a resource and host to guests visiting the arena by maintaining a working knowledge of our facility and special events.
- Assist guests with elevator/escalator services, including ADA elevator.
- Respond to all guests’ concerns/complaints in a prompt, courteous and professional manner.
- Serve as the main point of contact for all guest requests/needs and then pursue the issue to a resolution.
- Enforce all building policies and procedures during an event to assure safety and security for all.
- Exhibit courteous hospitality at all times and be proactive in every area.
- Work cooperatively with all staff members.
- Respond to and investigate incidents/inquire with witnesses on scene.
- Provide public assistance with lost and found.
- Monitor the crowd during all events.
- Must maintain a professional appearance and demeanor at all times.
- Assist all other departments as needed
- All other duties and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES
This position has minimal supervisory responsibilities. In the event supervisory responsibilities are temporarily assigned to a guest relations representative, they must carry out supervisory responsibilities in accordance with SMG’s policies and applicable laws.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform essential duties satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

EDUCATION AND/OR EXPERIENCE
- Previous customer service experience required.
- High School Diploma or Equivalent

CERTIFICATES, LICENSES, REGISTRATIONS
- No certifications are required.
COMPUTER SKILLS
- Minimal Computer skills preferred.
- Basic office equipment may be needed at times.
- Access to internet based computer preferred.

KNOWLEDGE, SKILLS AND ABILITIES
- Demonstrate exceptional skills in customer relations, communications and problem solving.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Work independently, exercising judgment and initiative.
- Maintain an effective working relationship with clients, co-workers, exhibitors, patrons and others encountered in the course of employment.
- Remain flexible and adjust to situations as they occur.
- Ability to work effectively, independently and in a team environment.

PHYSICAL REQUIREMENTS
- Consistently stand on feet for long periods of time including walking long distances and stairs.
- Repetitive motion of the wrists, hands, and fingers.
- Exerting up to 30 pounds of force occasionally, and /or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

WORKING ENVIRONMENT
- May be exposed to occasional to frequent noise during events.
- May be exposed to vibrations during events caused by extreme noise.
- May be exposed to strobe lights/lasers during events.
- Moderate to extreme exposure to noise during events.
- This position may require working outside with exposure to extreme heat or weather conditions.

HOURS OF WORK AND TRAVEL REQUIREMENTS
- Travel not applicable
- While all employees will be expected to be available for no less than 80% of all events, this does not guarantee any set number of hours. Employees will be expected to meet acceptable attendance standards for those events for which they are scheduled.
- Available to work extended and/or irregular hours including nights, weekends and holidays.

NOTE: The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

TO APPLY:
Submit Resume & Cover Letters to:
https://recruiting.adp.com/srccar/RTI.home?d=External&c=1152751&d

Applicants who need a reasonable accommodation to complete the application process may contact (405) 602-8500.

SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.