

**SUMMARY**

Under general supervision of the Event Services department, perform various duties in connection with scheduled events. Duties will vary between facility and events. This is a part-time/temporary position that may be scheduled to work outside of normal business hours.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Include the following. Other duties and responsibilities may be assigned.

- Assist with last minute client needs/changes.
- Assist with accommodations for wheelchairs and other physically challenged patrons, senior citizens, students and groups.
- Answer facility phones in a professional manner.
- Work extended and/or irregular hours including nights, weekends and holidays as needed.
- Work other customer service-related positions such as coat checks, vendor service desks, or answering phones during Arena events.

**SKILLS REQUIRED**

Position requires ability to:

- Demonstrate exceptional skills in customer relations, communications and problem solving.
- Operate personal computer using Windows and Microsoft Office software as well as event booking/scheduling software
- Operate portable radio and standard office equipment including copier and fax machine.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Work as a team member as well as independently, exercising judgment and initiative.
- Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.
- Remain flexible and adjust to situations as they occur.

**EDUCATION AND/OR EXPERIENCE**

High school diploma or G.E.D. and one (1) to three (3) months related experience and/or training; or an equivalent combination of education and experience.