

## JOB DESCRIPTION

**Job Title:** Guest Services Event Staff (Ticket Takers, Ushers premium club attendants)

**Reports To:** Director of Events and Operations

**FLSA Status:** Part Time Hourly; Non Exempt

**EEO Status:** Event Staff

**Entity:** OVG Facilities

**SUMMARY:** Assist guest of the Chesapeake Employers Insurance Arena during events

**ESSENTIAL FUNCTIONS:** *(including, but not limited to...)*

- Assisting our guest in finding their seats and answer any questions they may have.
- Scan tickets as guest enter the Event Center
- Assist with crowd control measures
- Provide accurate facility information and superior customer service to patrons
- Other organizational and administrative duties as determined by management
- Assist in post event clean-up

**QUALIFICATIONS:**

- High school diploma, GED or equivalent preferred.
- Must have a demonstrated ability to function independently in a fast paced, high-pressure environment
- Must have the ability to work flexible schedule including long hours, nights, weekends and holidays.
- Must be comfortable working with the public and have strong interpersonal and communications skills

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:**

- Must have the ability to stand in the same spot for an extended period of time
- Must be mobile
- Must be courteous and polite
- Must be knowledgeable about event/game taking place
- Must have a desire to work events, nights and weekends

**Work Environment:**

- The duties of this position are performed primarily indoors. The noise level in the work environment will range from moderate to loud.
- While performing duties of this job, the employee may be exposed to outdoor weather conditions when serving as ticket taker.
- Must uphold and maintain a customer friendly environment.

**Pay Rate:**

- \$12.25 an hour