

JOB DESCRIPTION

GUEST SERVICES SUPERVISOR



Facility Name:	VENUWORKS OF CEDAR RAPIDS, LLC
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JOB INFORMATION

Job Title:	Guest Services Supervisor	Department:	Events & Operations
Reports To:	Guest Services Manager	FLSA Status:	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Prepared By:	Sean Meloy	Date Prepared:	May 26, 2022
Approved By:	Angela Bohline	Approved Date:	June 6, 2022

SUMMARY

This part-time position will report to the Guest Services Manager and will work in all VenuWorks’ managed venues including the Alliant Energy Powerhouse, McGrath Amphitheatre, ImOn Ice Arena and Paramount Theatre. This Supervisor will be proactive, customer service focused and able to make decisions in the absence of the Guest Services Manager to ensure the safety of staff and patrons during events while also providing a welcoming and informative experience for guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- include the following.
- Event Staff Management. Supervisor shall be assigned a list of event staff including ticket takers, ushers, t-shirt security, Police, EMT’s and subcontractors and recommended post deployments for each event. Supervisor shall lead or participate in staff briefings, confirm assigned staff get to proper posts, and check in with each periodically during events to make sure they are properly performing their roles and see if they need a break or assistance. At the end of the event Supervisors shall dismiss their staff and note any staff problems or incidents on their reports.
 - Customer Service and Conflict Mediation. Supervisor shall promote and lead staff in offering the VenuWorks customer service program to guests as they enter and during events. Supervisor shall assist and troubleshoot for guests with questions, complaints or seat relocation requests, and shall intervene with guests who require a higher level of mediation using appropriate VenuWorks methods.
 - Crowd Management and Emergency Response. Supervisor shall lead event staff in monitoring crowd behavior, identifying potential safety or security issues during events and reassigning staff to prevent problems or injury. Supervisor shall lead event staff during incidents following formal VenuWorks emergency procedures, and shall properly fill out Incident Reports with appropriate detail and witness accounts following each incident.
 - Equipment distribution and inventory. Supervisor will determine proper number of ticket scanners, metal detectors/wands, click counters, wristbands, radios, paperwork, uniforms and other equipment needed for each event according to briefing materials and will distribute that equipment to event staff. During and after event Supervisor shall collect, inventory and track down missing equipment to close event.
 - Training. Supervisor shall lead formal training modules including Freshman Orientation, Trained Crowd Manager, Customer Service and other sessions as they are scheduled. Supervisor shall additionally actively greet new employees on early shifts, explain assignments, make sure they get to new posts and mentor them during events.

OTHER DUTIES AND RESPONSIBILITIES:

- include but are not limited to the following:
- Supervise event staff to ensure the highest level of customer service is provided to guests.
 - Supervise staff at gates scanning tickets and performing security functions. Correct and retrain for any staff not following proper procedures. Redeploy staff as needed after entry at gates is concluded.
 - Supervise staff at access points. Correct and retrain staff not following procedures and make sure they get breaks and don’t leave their posts.

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4. Supervise staff working in seating areas as ushers. Confirm they are proactively greeting and approaching guests, reading tickets and escorting them to correct seats. Check in with ushers periodically to offer breaks and correct any behaviors not warranted for that event.
5. Ensure employees are aware of expectations, current building policies and procedures, and event details through meetings, briefings, and new employee orientation.
6. Respond to patron issues. Troubleshoot and handle these issues to conclusion. Call for help from management and/or Police after all reasonable options have been exhausted. Remain calm in stressful situations.
7. Maintain familiarity with each venue's Emergency Action Plan. Execute venue protocols including proper radio etiquette in the case of any emergency.
8. Inspect all areas prior to and during events and communicate repairs and potential risks to building, personnel, patrons, clients, and to management. Redeploy event staff as needed to secure or prevent patrons from accessing potential problem areas.
9. Supervisor shall prepare for each event by inspecting the venue entry areas and general seating area to confirm the setups, read the event briefing materials and learn the staff deployments prior to event staff arrival. Communicate any concerns or errors to the Manager on Duty.
10. Supervisor shall check in event staff as they arrive for each event, assist with any problems in clocking in, assist with uniform distribution, discuss post assignments, assign needed equipment for each post, and answer any job-related questions. Lead the event briefing and dismiss event staff to their posts within fifteen minutes prior to scheduled door times.
11. Supervisor shall collect uniforms and equipment during and after each event and track down any missing items. Supervisor shall dismiss staff once patrons are clear of each area, and be available to say thank you to staff as they clock out.
12. Communicate housekeeping and potential hazards to operations staff.
13. Complete time sheets, incident reports, and drop count forms as required for each event.
14. Supervisor shall be trained as an event staff trainer, and shall learn the materials and scripts in order to lead and/or participate with management and other Supervisors to offer orientation for new employees, Trained Crowd Manager, advanced customer service training, advanced conflict mediation training, CPR/AED training, and other modules.
15. Other duties as assigned by management.

SUPERVISORY RESPONSIBILITIES

In cooperation with the Guest Services Manager, supervise part-time staff including ushers, ticket-takers, security personnel. Give direction to contract labor including Police, EMT's, and any contract security labor. Responsible for training employees; assigning and directing work; addressing complaints and resolving problems.

QUALIFICATIONS

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

- Walk, run, stand, and climb stairs during entire shift.
- Must be able to communicate verbally and through written instructions.
- Must be able to read and write.
- Must be available days, evenings, and weekends.
- Must have knowledge of evacuation procedures for each venue and be able to execute in an emergency.
- Must be able to work outdoors.
- Must be able to communicate utilizing two-way radio equipment.
- Ability to protect and secure facility/contents in addition to protecting the performers, patrons and staff.
- Must work with building users and patrons in a courteous manner.

EDUCATION and/or EXPERIENCE

1. The candidate must have a High School diploma, GED or equivalent. Two years of experience in customer service and supervising staff preferred.

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CERTIFICATES, LICENSES, REGISTRATIONS

Applicant must possess current, valid driver's license and a current working telephone with a number that can be accessed by building management personnel for business contact purposes. Must attain crowd management certificate.

LANGUAGE SKILLS

Ability to speak and understand English. Ability to read and interpret documents such as instructions, policies and procedures. Ability to write routine reports. Ability to deal effectively and courteously with the general public.

COGNITIVE SKILLS/REASONING ABILITY

1. Ability to recognize casual relationships, disseminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures, grasp and interpret the meaning of the material and use learned material in new and concrete situations.
4. Ability to break down material into its component parts so that its organizational structure can be understood.
5. Ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards.
6. Ability to put parts together to form a new whole or proposed set of operations.
7. Ability to relate ideas and formulate hypotheses.
8. Ability to appraise judgments involved in the selection of a course of action.
9. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.
10. Ability to solve complex problems with sensitivity and diplomacy, while displaying decisive executive leadership.
11. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear.
2. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 40 pounds
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
6. The employee must be able to travel distances on foot quickly to attend to a variety of needs while on site at the venues.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

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I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
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