

SMG
Job Description

Job Title: Event Attendant
Department: Ushers & Ticket Takers
Reports To: Security Coordinator
FLSA Status: Non-exempt

Summary:

The overall role of the Event Attendant at The Oncenter is to ensure tickets are collected from all patrons attending ticketed events, to assist patrons in locating their seats, to direct patrons to other areas of the building as necessary and to advise management of any business issues or hazards. All duties must be carried out with careful attention to providing excellent customer service.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Greet all patrons upon entry to facility. Verify tickets and direct the patron to the proper entry at the facility.

Direct patrons to their correct location and/or seat in a courteous and efficient manner.

Assist patrons in case of illness or injury and notify Oncenter management.

Resolve patron complaints and/or problems. If a particular problem cannot be resolved, an on-site member of Oncenter management should be notified.

Monitor assigned work area including patrons. If problems occur from patrons who are causing any disturbance during an event the Event Attendant should immediately contact the nearest supervisor, event security, or police officer.

When needed, and to ensure customer safety, assistance should be rendered to cleaning staff throughout an event to ensure aisles, stairs and walkways are clear of all debris and obstacles at all times.

Before an event begins, check seating for potential problems and notify management of any issues.

At the end of an event, assist in clearing patrons from the building by instructing them towards exit doors. Check seating for lost articles.

Supervisory Responsibilities:

This position does not have supervisory responsibilities.

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

Education and/or Experience:

6 months customer service experience required.
Arena, theater or hospitality experience preferred.
High School Diploma or equivalent desired.

Skills and Abilities:

Good oral communication skills and the ability to read, write and communicate effectively in English.
Excellent hospitality and customer service skills, service standards, guest relations and etiquette.
Desire to work as a team.
Mature judgement and professionalism in handling all matters

Computer Skills:

This position does not require computer skills.

Certificates, Licenses, Registrations:

This position does not require any certificates, licenses or registrations.

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 job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to stand at assigned post for long periods of time throughout shift.
Ability to walk around the buildings.
Ability to use hands/fingers to grasp or feel.
Ability to talk clearly and concisely with customers as well as other staff.
Ability to hear customers and other staff.

Hours of Work:

Flexible part-time schedule including some long shifts, nights, weekends and holidays on an on-call basis.

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

Apply at- <https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite>

Hali Greenhouse, HR Generalist
The Oncenter
800 South State St.
Syracuse, NY 13202

Applicants that need reasonable accommodations to complete the application process may contact 315-435-8062

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