



**Position- Suite Attendant**  
**Facility Name- SMG The Oncenter**  
**Location- Syracuse, NY**

**POSITION: Suite Attendant**  
**DEPARTMENT: Banquets**  
**REPORTS TO: Banquet Manager**  
**FLSA STATUS: Non-Exempt Hourly**

### **Summary**

SMG The Oncenter is a leading provider of food and beverage services at sports, entertainment and convention facilities has an excellent and immediate opening for Suite Attendants. The Suite Attendant maintains organization and cleanliness of suites and assists guests in accordance with SMG's Universal Service Standards and applicable Operational Standards. They ensure client and guest satisfaction. All duties are to be performed in accordance with New York State laws and regulations as well as Company policies, practices and procedures. The requirements listed below are representative of the knowledge, skill and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Essential Duties and Responsibilities**

Include the following. Other duties may be assigned.

- Pre-event suite set-up including chafing dishes, plates and silverware, televisions, lighting and overall ambiance in the suite
- Verify and set-up all pre-game/event orders
- Identify suite host and properly introduce yourself
- Take and place game day food and beverage orders
- Set-up and check on game day food and beverage orders and serve guests until the end of the event
- Replenish food, beverages, condiments and utensils as needed
- Maintain standard of orderliness and cleanliness of suite throughout the event
- Obtain signatures from the host on charges in a timely manner
- Clear all items from the suite and clean all surfaces and chafing dishes in suite
- Reset suite for next function, complete closing functions and check out with supervisor or manager

### **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.

- Ideal Candidates must have strong verbal communication skills and a professional demeanor
- They must be self-motivated and be able to stand for long periods of times
- Candidate must be personable and guest service driven

### **Education and/or Experience**

- 1-2 food and beverage experience desired
- High School Diploma or equivalent desired

**Certificates, Licenses, Registrations**

- ServSafe certification a plus.

**Skills and Abilities**

- Good oral communication skills and the ability to read, write and communicate effectively in English.
- Excellent hospitality and customer service skills, knowledge of food and beverage preparation, service standards, guest relations and etiquette.
- Ability to understand directives.

**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.

- Lift and carry up to 50 pounds at a time, perform various activities such as constant standing, walking, frequent bending, reaching, kneeling and squatting.
- Ability to work in a noisy environment.

**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