



SMG STOCKTON

Job Title: Event Staff

Department: Guest Relations

Reporting: Patron Service/GR Manager

Status: Non-Exempt / Part-Time

SMG, the leader in privately managed public assembly facilities has an excellent and immediate opening for Guest Relations Staff at the Stockton Arena. Responsible for greeting and seating guests, verifies tickets, and assists the public by providing general information. Directing groups of people in genuinely, friendly and professional manner by performing the following duties:

MAJOR RESPONSIBILITIES:

- ♦ Acts as a Usher, Tour Guide, Ticket Taker, Concierge, or in any other related area when assigned.
- ♦ Maintains a professional image and generate positive public relations.
- ♦ Stands or sits alertly at established points of entry at all times and actively assists guests.
- ♦ Verifies ticket location, event dates and times.
- ♦ Seats guests in proper location.
- ♦ Maintains flow of foot traffic and directs guests to seating locations, restrooms, concession stands and etc.
- ♦ Helps to resolve ticketing or seating problems or complaints that occur.
- ♦ Provides emergency/accident assistance, when needed.
- ♦ Insures all items found on the premises are turned in to a Guest Relations Office as soon as possible.
- ♦ Maintains proper care of uniform and any equipment or supplies issued. Returns equipment and unused supplies at the end of his/her shift.
- ♦ Assists and supports the work of other Guest Relations Staff, as needed.
- ♦ Other related duties as required.

QUALIFICATIONS:

Strong customer/guest services skills; Knowledge of ticketing/seating procedures; Must possess good written and verbal communication skills; Must be available to work variable hours, including nights and weekends; Ability to work independently with little supervision. Ability to handle difficult, sometimes emotional, situations with the public and guests in a calm and professional manner.

While performing the duties of this job, the employee is regularly required to stand, climb stairs, walk and talk or hear. The employee is occasionally required to use hands to finger, or feel; reach with hands or arms; and stoop, kneel, crouch. The employee must occasionally lift and/or move up to 10 pounds.

TO APPLY:

Applications will be available at the job fair ONLY.

No Phone Calls Please!

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