



## **JOB DESCRIPTION**

### **TARGET CENTER/AEG MANAGEMENT TWN LLC**

<b>POSITION</b>	Guest Services Supervisor
<b>DEPARTMENT</b>	Guest Services
<b>SUPERVISOR</b>	Guest Services Manager
<b>FLSA STATUS</b>	Non-exempt/Part-time
<b>UNION</b>	None

## **SUMMARY**

Supervise part-time usher staff during Target Center events and assist with their training and performance evaluations.

## **JOB SPECIFICS**

- Prepare facility for opening and closing during each event.
- Direct Guest Services staff assignments and behavior during events.
- Serve as problem solver and support system for Guest Services usher staff.
- Monitor activity during events and communicate all applicable activity to the lead supervisor/GS Manager.
- Assist with training of staff, both on the job as well as during training moments (e.g. briefing meetings, training meetings, etc.)
- Provide performance feedback of staff members.
- Enforce venue rules and smoking policies.
- Respond to emergencies and document accordingly.
- Deal with guest problems and complaints up to the level where intervention by a full-time staff member is required.

## **SUPERVISORY RESPONSIBILITIES**

Supervision of ushers during events

## **QUALIFICATIONS AND EXPERIENCE**

- Previous experience in providing excellent customer service required. Experience as an usher/ticket taker in an entertainment venue preferred.
- Demonstrated knowledge of usher and ticket taker duties required.
- Ability to function with minimum supervision, handle customer complaints, investigate incidents and write reports, and communicate with patrons and staff.
- Ability to work flexible hours including evenings, weekends and holidays.
- Previous experience working in a similar facility environment preferred.

## **CERTIFICATIONS, LICENSES, or REGISTRATIONS**

None

## **PHYSICAL REQUIREMENTS**

- Ability to lift and carry up to 10 pounds.
- Frequent walking, including walking stairs on a regular basis.