



Position Announcement- Guest Services Manager
Century Link Center
Bossier City, LA

Job Title: Guest Services Manager
Department: Operations
Reports To: Director of Operations
FLSA Status: Salaried Exempt

SUMMARY:

Controls and supervises Guest Services which includes Ushers, Ticket Takers, Parking and Crowd Management. Also oversees Guest Services Coordinator in relation to Day-to-Day Security of the Arena, as well as Event Security.

MAJOR RESPONSIBILITIES:

- Interviews, hires, trains and supervises Guest Services Staff.
- Oversees Guest Services Coordinator and staff.
- Develops policies and procedures for the Guest Services Department and monitors their compliance.
- Works with Guest Services Coordinator to develop policies and procedures for the Security Department and monitor their compliance.
- Takes a lead role in advocating workplace and public safety, including crowd management.
- Attend training sessions as pertains to Customer Service and Security.
- Prepares and distributes “Dot Maps” showing staffing positions for Security, Guest Services and Police/EMTs.
- Meets deadlines set for reporting and scheduling.
- Manages the inventory and distribution of uniforms and assets necessary to Guest Services and Security.
- Prepares Guest Services scheduling, staffing estimates and payroll.
- Reviews Security departmental scheduling, staffing estimates and payroll.
- Oversees staff orientation, and training – with an emphasis on customer service.
- Oversees the Event Control Room and its Staff to ensure proper response, deployment, and documentation of all needs communicated over the radios.
- Ensures the investigating, compiling, filing, and distributing of medical service reports, incident reports, ejections, arrest, parking lists, and turnstile/stub reports.
- Assist in the development and coordination of training programs for regular and part-time employees to increase awareness of safety issues, policies and procedures.
- Works with DOO&E on preparing the annual budget for Guest Services and Security.
- Makes recommendations for capital and operating expenditures.
- Attends weekly production meetings with all management staff
- Complete post-event reports/analysis and make recommendations to the facility management team to improve future events.
- Coordinates with marketing department on all media entry into the building before, during or immediately following events.
- Maintains a professional relationship with the City of Bossier City, Police, EMT’s, Fire, Event Promoter Personnel, Patrons and Staff.
- Works extended/irregular hours including nights, weekends and holidays, as needed.
- Serves as manager on duty as required.
- All other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

Directly supervises Guest Services, Security, and oversees the Guest Services Coordinator. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding; disciplining employees in conjunction with Human Resources; 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 representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 3-5 years Guest Services Management experience in Public Assembly or related venue. University or College degree/diploma in business, event management or a related field preferred.
- 2-3 years supervisory experience desired.
- Exceptional communication skills both verbal and written
- Excellent organizational, planning and problem-solving skills
- Professional presentation, appearance and work ethic
- Working knowledge of the principles of public assembly facility management, services and equipment preferred.
- Proven time/priority management skills and reliable at adhering to time sensitive deadlines as required
- Ability to work as part of a team and independently with minimal supervision
- A champion for complete client satisfaction.
- Available to work evenings and weekends as required.
- Able to quickly navigate facilities, including stairs and seating areas.
- Must be proficient in Microsoft Outlook, Microsoft Word and Excel.

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.

- Occasional sitting, focusing on and operating a personal computer to enter data
- Ability to read words and numbers in printed form and on a computer
- Ability to speak clearly with proper diction
- Walk/stand for extended periods during a shift
- Climb stairs and lift up to 20 lbs of equipment
- Hearing sufficient to clearly hear voices, alarms, bells, and horns
- Ability to travel by automobile and/or air
- Ability to use standard office equipment

WORKING ENVIRONMENT/CONDITIONS:

- This position occupies a windowless office environment for possible extended hours during a shift
- Will require being outside during adverse weather
- May be exposed to a high noise level for extended periods of time, related to event type

HOURS OF WORK AND TRAVEL REQUIREMENTS:

- This position requires working extended and/or irregular hours including nights, weekends and holidays, as needed.
- Periodic travel may be required for job training or assisting other SMG facilities.
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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.

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