

Guest Services Associate

Job Description

Position Description:

Guest Services Associates function in many roles including, Ushers, Box Office Associates, Event Parking Attendants, and Building Monitors. These associates serve patrons and performing organizations at the Arts United Center, Parkview Physicians Group ArtsLab, and Auer Center for Arts and Culture. Guest Services Associates are responsible for providing a pleasant and safe experience for the public and presenting organizations which utilize the Arts United owned facilities. Guest Services Associates report to the Patron Experience Manager and Box Office Manager.

Position Details:

Guest Services Associate positions are part-time, nonexempt, event-oriented roles. Shifts and hours vary depending on the event schedule each week and include nights, weekends, and occasional holidays. Pay is \$10-\$11 per hour.

Position Responsibilities:

Guest Services Associate duties include but are not limited to:

- Providing excellent, best-in-class customer service to all patrons and guests of Arts United owned facilities
- Greeting guests and providing directions as needed
- Processing ticket sales and payments by phone, in-person, and online support via computer-based ticketing
- Scanning tickets and assisting with attendance counts
- Helping guests with finding seating locations
- Answering event related questions
- Having general knowledge of the building and participating in all emergency procedures
- Monitoring and securing Arts United owned facilities during and after events
- Tactfully maintaining event and guest policies to ensure their safety and comfort
- Performing other duties as assigned

Position Requirements:

Guest Services Associates must be able stand for 4-5 hours at a time and be able to climb stairs. They must be able to lift 20 pounds and assist with 50 pounds. They must have good interpersonal skills and the ability to follow instructions. An ideal candidate will have customer service and cash-handling experience, as well as telephone and computer skills, and be able to adhere to food-safety rules. They must be able to assess and react to situations appropriately. An appreciation for the arts is a bonus.

Accommodations will be provided to Guest Services Associates who have disabilities.

[Download the application here.](#) Applicants should return their completed applications in person at 300 E Main St or by emailing it to events@artsunited.org