

## **Venue Operations**

### **(Parking Attendants, Concierge/Guest Services, and Ushers)**

Applicants will likely be cross-trained in all three positions to increase the number of shifts available to them as well as familiarize them with the property as a whole.

- Part-time position
- Seasonal
- No experience necessary
- Must be available to work weekends, weekdays, nights, and holidays
- Reports to the Event Department Supervisor

## **PARKING ATTENDANT**

### **JOB SUMMARY**

Attends to designated parking areas at entrance/exit during established lot hours. Directs drivers of vehicles in a safe manor to appropriate parking areas, and ensures cars are parked in designated spaces as well as directing drivers of vehicles to appropriate exits during egress. Informs pedestrians of appropriate paths to utilize as to not inhibit overall traffic flow and safety procedures.

## **CONCIERGE/GUEST SERVICES**

### **JOB SUMMARY**

Grants and/or redirects guests to designated entrances. Responsible for giving guests directional information about what areas their tickets do or do not grant them access to. Relays general venue information to guests upon request.

## **USHERS**

### **JOB SUMMARY**

In the event that a concert has designated seating, this position will be responsible for directing guests to their pre-designated, ticketed seats.

## **REQUIREMENTS AND RESPONSIBILITIES**

- Communicates pleasantly with guests, management and co-workers. Must be friendly, reliable and work as a team member.
- Use a 2-way radio and follow radio etiquette guidelines
- Regulates parking and traffic in main event parking lot restricting unauthorized vehicles and providing entry to authorized vehicles
- Provides directions, parking alternatives, and venue information upon request
- Resolving complaints in a prompt and friendly manner, ensuring guests satisfaction and referring more complex problems or customer service issues to appropriate managers.
- Ability to work with people effectively as well as understand and execute instructions.
- Be flexible with adjustments to duties and assignments on a shift by shift basis
- 18 years of age or older
- Adhere to ABR parking and traffic guidelines and guest/pedestrian safety guidelines
- Ability to multitask in a fast-paced environment
- Adhere to ABR uniform and appearance policy along with work and break schedules

## **PHYSICAL REQUIREMENTS**

- Ability to stand and walk continuously for the duration of the shift
- Ability to perform duties in a variety of outdoor weather conditions including sun, extreme heat, cold and rain
- Ability to climb stairs and ladders, bend at the waist and knees, as well as lift and move items up to 50
- Ability to work in a variety of environments including but not limited to heights, low light visibility, around crowds, loud noise, flashing lights

[Click here](#) to submit an application.