



*Private Management for Public Facilities*

**POSITION DESCRIPTION**

<b>JOB TITLE:</b> Guest Services Usher/Ticket Takers	<b>COMPANY:</b> SMG
<b>DEPARTMENT:</b> Operations	<b>FACILITY:</b> Sands Bethlehem Event Center
<b>REPORTS TO:</b> Guest Services Supervisor/Lead Supervisor	<b>FLSA:</b> Hourly/Non-Exempt

**POSITION SUMMARY:**

This position must possess the ability to work all Front of House areas. This position also assists all aspects of Guest Services, including services for persons with disabilities, and other departments as needed.

**POSITION RESPONSIBILITIES:**

- Greets guests upon entry to the building and seating areas in a professional and courteous manner.
- Tears/scans tickets at the East Gate and West Gate entrances of the Mohegan Sun Arena
- Seats guests according to tickets numbers and assists guests with all questions and/or concerns
- Monitors door entrances, exits, and stairways, including all passenger and freight elevators, keeping unauthorized persons out of restricted areas
- Assists all needs for guests with disabilities including ticketing, entrance/exiting, seating, and overall ADA compliance accommodations
- Patrols and maintains Front of House areas of Mohegan Sun Arena, ensuring that all Front of House areas are clean, safe, and secure
- Evaluates assigned locations for any housekeeping or operational issues or repairs prior to doors for events and reports any findings to the information booth immediately to be logged and followed-up by Supervisor and/or House Manager
- Reports all incidents and emergency related activities to information booth/Supervisor in a timely manner.
- Must be able to clean, post-event, any debris/trash left behind in their assigned location(s) of the building and Suite Level balconies in a timely manner. All lost/found items will be reported and turned into the Supervisor at the info booth.

- Assists with the placement and removal of chairs on the event floor before and after an event
- Performs other duties as assigned or needed, including but not limited to, Guest Services, Housekeeping, and Changeover duties to assist other departments in the event day operations of the facility.

**WORK CONTACTS:**

Event day contact with House Manager, Guest Services Supervisors/Concierge, all other Mohegan Sun Event Day Staff, and Guests of Mohegan Sun Arena

**SUPERVISORY RESPONSIBILITIES:**

This position does not have supervisory responsibilities.

**QUALIFICATIONS:**

- Must possess knowledge of Guest Services/Customer Service and the ability to interact with guests in a professional and courteous manner
- Some knowledge of radio communication is preferred
- Must be clean and neat in appearance and follow required dress code for the position
  - Guest Services Team on Event Level and Concourse are required to wear black slacks, black rubber-soled shoes, facility provided guest services shirt and employee purchased uniform jacket/vest.
  - Suite Level Guest Services (Concierge Staff) are required to wear black slacks, black rubber-soled shoes, and white button down blouse. Men on Suite level are required to wear the same with a solid black tie.
- Must possess the ability to walk freely up and down steps and stand for long periods of time
- Must possess the ability to work in an elevator for long periods of time
- Must possess the ability to work hours as dictated by events
- Must possess the ability to work a flexible schedule to include days, nights, weekends, and holidays, work as part of a team, and have reliable transportation
- Must possess the ability to read, write, and communicate effectively in English
- This position may be exposed to adverse conditions such as loud noises, pyrotechnics, etc.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job

This job description portrays in general terms the type and level(s) of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training. The company reserves the right to modify, supplement, delete, or augment the duties and responsibilities specified in the position description, in the company's sole and absolute discretion. Duties other than those expressly specified may be assigned from time to time.

**SMG is an Equal Opportunity Employer and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRA Federal Contractor**

**Applicants that need reasonable accommodations to complete the application process may contact Joshua Rogers at 610-297-7401.**