

Alerus Center
Grand Forks, North Dakota
JOB DESCRIPTION

Job Title: Events Services (Ushers, Ticket Takers, Door Guards, Peer Security)
Department: Operations
Reports To: Events Services Supervisor
FLSA Status: Hourly, Part Time
Prepared By: William Folk
Prepared Date: 04-04-14
Approved By: Robert LeBarron
Approved Date: 04-04-04

Summary

Events Service personnel are an information center who will greet, scan, and check tickets as well as direct patrons to areas in the Alerus Center. Uniforms are provided.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

A. DUTIES:

1. Customer Focus: Is dedicated to meeting and/or exceeding the expectations and requirements of internal and external customers.
2. Integrity and Trust: Is widely trusted and is seen as a truthful individual who keeps confidences, admits mistakes, doesn't misrepresent him/herself and is highly respectful of others.
3. Communication: Consistently exhibits courteous, respectful, non-defensive and appropriate communications and presents information in a concise and understandable format.
4. Teamwork: Works cooperatively with others in the accomplishment of joint tasks and common objectives. Contributes to a positive work environment, fosters collaboration and provides a tangible contribution.

B. RESPONSIBILITIES:

1. Assists patrons to their proper seats and answer any questions.
2. Secures doors entrances, and exits.
3. Secures mixer, barricade, and helps with clearing and controlling aisles.
4. Keeps aisles and other areas clear.
5. Assists in inspection of items prohibited into the Alerus Center.
6. Checks for hazards.
7. Helps enforce Alerus Center policies/procedures.
8. Keeps unauthorized persons out or restricted areas.
9. Helps strike chairs after events.
10. Performs other duties as assigned.
11. Documents and writes Incident Reports after events.

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.

Language Skills

Ability to speak and understand English.

Physical Demands

Physical strength required to perform assigned tasks. Also must be able to climb up and down stairs and stand for extended periods of time.

Work Demands

Able to work flexible schedule, including evenings, weekends, and holidays.