



SPECTRA
BY COMCAST SPECTACOR

Job Title: Event Staff (Usher, Ticket Taker, & Door Guard)	Venue: Alerus Center
Company: Spectra	Department: Operations
Reports to: Event Services Supervisor & Event Services Manager	Supervises People (Y or N):
Exempt or Non-Exempt: Hourly; Non-Exempt; Part Time	Number of Direct Reports:

Job Summary:

This position is the primary contact with the guests at the facility. The position requires knowledge of the building and its services also to provide a safe and enjoyable environment for the building patrons.

Essential Job Functions (including to but not limited to):

- Be familiar with ticketing, seating locations, procedures, and building policies.
- Able to handle large groups of guests.
- Maintain control of your assigned sections or area.
- Anticipate and correct any trouble situations in your area.
- Know general building information and locations of various amenities.
- Ensure areas are safe for patrons and staff.
- Monitor alcohol consumption and related issues.
- Provide exceptional customer service to all patrons.
- Perform other duties as assigned.

Qualifications:

- Must be available for at least half of all events occurring within each month.
- Experience in customer service.
- Ability to manage high stress situations.
- Able to be on feet for long periods of time.
- Able to work a variety of events including children's shows, theatre performances, and loud concerts.
- Must have a pleasant and outgoing personality.
- Must be friendly, courteous, and polite with a positive attitude.

EOE, DFWP