



**Position Announcement:**  
**BB&T Arena**

**Highland Heights, KY**

**POSITION: Guest Services Manager**

**DEPARTMENT: Event Services**

**REPORTS TO: Director of Event Services**

**SUPERVISES: Guest Service Supervisors, Ushers, and Ticket Takers**

**FLSA STATUS: Salaried/Exempt**

SMG, the worldwide leader in privately managed public assembly facilities has an excellent and immediate opening for a Guest Services Manager at BB&T Arena.

### **POSITION SUMMARY**

This is a full time, entry level position. The Guest Services Manager leads by example and is responsible for maintaining a cohesive front of house operation amongst all departments and event types. We strive for all patrons to experience a level of service that exceeds expectations, creates memorable experiences and retains a fan base. **This position is designed to offer a candidate experience in guest services, security and event coordination. It is our goal to provide transferable skillsets that enable this candidate to become more marketable and advance their career aspirations.**

### **POSITION HOURS**

Hours will include evenings, holidays, and weekends based on the arena's calendar of events.

### **PRIMARY DUTIES, RESPONSIBILITIES, INCLUDE, BUT ARE NOT LIMITED TO:**

- Under general supervision of the Director of Event Services, oversees and supervises all front of house operations during events including guest services staff and contracted security staff as they relate to the facility and surrounding perimeter.
- Demonstrated ability to efficiently communicate, manage, and provide leadership to numerous personnel spread across various operational departments during high pressure situations where multiple stimuli happens simultaneously.
- Prepare and coordinate guest services and security staffing levels for events, including generating staffing cost estimates based on all event variables.
- Primary point of contact with contracted security & EMS.
- The ability to serve as point of contact for clients such as NKU Athletics, promoters, city officials, service contractors, event owners, union labor groups, media, and more.
- Schedule the front of house team on a monthly basis and maintain appropriate staffing levels for all events including payroll preparation.
- Assist with developing and coordinating training programs for regular and part-time employees such as emergency evacuation, active shooter, life safety, and more.
- Establish and maintain professional relationships with all guests that work or enter BB&T Arena.
- Compile & maintain important guest service records and reports for management.
- Process payroll for guest services staff, contracted security and EMS.
- Respond in a timely manner to patron feedback via phone and email, handle complaints, disturbances or related problems when necessary with efforts to resolve the issue.

- Investigate, report, and provide follow-up on incidents including damage or injury to the facility or individuals.
- Respond to crowd control and/or crowd management situations in a prompt and decisive manner and orally respond in a professional and diplomatic manner during crisis and/or sympathetic situations.
- Work as lead event coordinator for assigned events.
- Rotate with other facility personnel to function as manager on duty (MOD), who maintains total responsibility and authority over all client, staff personnel, patrons, security and safety in assigned buildings. Responsibilities include but not limited to making sure contractual agreements are met and clients' event requirements and changes have been made in a timely fashion. On-duty staff/subcontractors ultimately report to the MOD through any managers or supervisors who are present during the event.
- Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Directly supervises over 50 employees in the Guest Services Department in accordance with SMG's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees, planning, assigning, and directing work, appraising performance, rewarding, relationship building and disciplining employees in conjunction with Human Resources, addressing complaints and resolving problems.

### **QUALIFICATIONS**

- Knowledge of security concerns related to venue management preferred.
- Handle conflicts, make common sense decisions and exercise good judgement in often time's high tension and stressful situations
- Work collaboratively, delegate and lead by example.
- Organize and prioritize work to meet deadlines with the ability to multi-task. Work effectively under pressure and produce accurate results.
- Remain flexible, be creative and adjust to situations as they occur.
- Follow oral and written instructions and communicate effectively with others in both oral and written form.
- Operate a personal computer using the internet, Microsoft Word, Excel and other standard office equipment.
- Working knowledge of life-safety, ADA, and crowd management compliance
- Work effectively with the public; ability to anticipate and defuse disputes, behaviors or situations and achieve positive outcomes.
- Manage resources effectively and efficiently
- Dependable and able to work with minimal supervision while maintaining a professional appearance and demeanor

### **EDUCATION AND / OR EXPERIENCE**

- Prior leadership managing front of house staff a plus
- Bachelor's degree from an accredited four-year college / university
- Previous experience in the venue management industry a plus
- Event coordination experience a plus
- Customer service training a plus
- Security & crowd control training a plus
- AutoCad software and Smartdraw software experience a plus

**To Apply:** Please visit our website [www.thebbtarena.com](http://www.thebbtarena.com), click **ARENA INFO** and choose **Employment Opportunities** and click on the **Application** button **-OR- Go Here:**  
<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000524088406>

**NOTE: Only applicants that apply through our online portal will be considered.**

This position offers a competitive salary and benefit package. *Resumes **must** include salary requirements for consideration.*

**Recruiter:**

Tammy Fryman  
HR Manager/Executive Assistant  
BB&T Arena  
500 Nunn Drive  
Highland Heights, KY 41099  
Fax: 859-442-2659  
Email: [hr@thebbtarena.com](mailto:hr@thebbtarena.com)

\*\*\*\*Applicants that need reasonable accommodations to complete the application process may contact Tammy Fryman directly at 859/292-2886.

*SMG is an Equal Opportunity/Affirmative Action employer, and encourages women, minorities, individuals with disabilities, and protected veterans to apply. VEVRAA Federal Contractor.*

**Date Opened: 8/15/2019**

**Closing Date: Until filled**