



**Position – Guest Service Manager**  
**Facility Name – Truist Arena formally known as BB&T Arena**  
**Location – Highland Heights, KY**

**POSITION:** Guest Service Manager  
**DEPARTMENT:** Event Services  
**REPORTS TO:** Director of Event Services  
**FLSA STATUS:** Exempt

### **Summary**

ASM Global, the leader in privately managed public assembly facilities has an excellent and immediate opening for a Guest Services Manager at Truist Arena on the campus of Northern Kentucky University in Highland Heights, KY. The Truist Arena is an 8000+ seat arena that is home to NKU's men & women's basketball teams, and is host to events such as concerts, family shows, theatrical productions, and more. The Guest Services Manager is responsible for supervising front of house staff as related to guest services and contracted security for the facility and surrounding grounds during events and on an as needed basis.

### **POSITION SUMMARY**

Primary responsibility under the general supervision of the Director of Event Services, oversees and supervises all front of house, guest services, and security efforts as they relate to the facility and surrounding grounds. Also coordinates and supervises specific event-related guest services and security on an as needed basis. Assists Director of Event Services in coordinating and monitoring client events as needed.

### **Essential Duties and Responsibilities**

- Responsible for the hiring and training of all part-time guest services staffing including Guest Services Supervisors, ushers, & ticket takers.
- Plan, organize, and direct various personnel and activities necessary to establish a safe and efficient environment.
- Prepare and coordinate guest staffing levels for events including generating staffing cost estimates based on event needs.
- Liaison with contract Security Company.
- Assist with developing and coordinating training programs for regular and part-time employees to increase awareness of crowd management, fire safety issues, and general policies and procedures.
- Establish and maintain effective working relationships with crowd management contractor, police, fire, EMS and other security personnel and/or safety organizations.
- Ensure that every client, guest, and vendor receives the best service possible.
- Compile & maintain important guest service records and reports for management.
- Handle complaints, disturbances or related problems with the public, staff or promoters.
- 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.
- Ensure that the equipment, physical set-up and personnel provided meet the requirements of the event and the tenant's contractual agreement.
- Work extended and/or irregular hours including nights, weekends & holidays.
- All other duties and responsibilities as assigned.

- 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 building.

### **Supervisory Responsibilities**

Directly supervises 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, and disciplining employees in conjunction with Human Resources, addressing complaints and resolving problems.

### **Qualifications**

- Demonstrate knowledge of principles and techniques of planning, implementing and supervising staff.
- Knowledge of security issues related to a major sports and entertainment venue preferred.
- Handle conflicts, make common sense decisions and exercise proper action during high tension and stressful situations.
- Work independently, exercising judgment and initiative.
- Organize and prioritize work to meet deadlines with the ability to multi-task. Work effectively under pressure and/or stringent schedule and produce accurate results.
- Remain flexible 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.
- Must be effective in both written and verbal communication.

### **Education and/or Experience**

- Prior supervisory experience required.
- Bachelor's Degree from an accredited four-year college or university or 2-3 years related experience and/or training in guest services/staff management; or equivalent combination of education or experience.
- Customer/Guest service experience required.

### **Skills and Abilities**

- Excellent math skills; high aptitude for figures
- Excellent communication, interpersonal skills, and organizational ability
- Ability to work with and maintain highly confidential information is required.
- Effective supervisory skills
- Strong analytical and problem-solving skills
- Excellent verbal, written and interpersonal skills essential
- Ability to work under limited supervision and to interact with all levels of staff including management
- Ability to work irregular hours that may vary due to functions and may include day, evening, weekends, and holidays.

**Physical Demands**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**NOTE:**

The essential responsibilities of this position are described under the headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. Also, this document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

ASM Global is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.