

## **NOW HIRING!!!**

### **GUEST SERVICE STAFF, Part Time**

Thank you for your interest in working at BB&T Arena. Our business is seasonal and labor needs vary widely from week to week and event to event. For this reason, all of our part time positions are “as needed” and we cannot offer employees consistent schedules or a guaranteed number of hours per week.

### **POSITION SUMMARY:**

BB&T Arena is looking for Part Time Guest Service Staff. Responsibilities include but are not limited to the following:

- Greeting all patrons to the facility while keeping guests moving at all times.
- Provide guests with general directions to their ticketed seat.
- Ensure all guests have tickets, scan tickets and/or they are sitting in the section per their ticket.
- Deny entrance to guests attempting to enter the facility without proper credentials or ticket.
- Check your assigned area to ensure that prohibited items are not in the arena and always look for potential issues.
- Ability to deal tactfully, helpfully and professionally with the public to provide event information and answer questions.
- Ensure that your area of responsibility is clean and presentable prior to doors opening and keep all walkway, aisles and vomitories clear during event.
- Providing the guest with the best possible service – listen to all issues/concerns and requests for assistance.
- Must be able to work flexible hours including days, evenings, weekends and/or holidays – event by event basis.

### **QUALIFICATIONS:**

- High school diploma or GED required.
- Proven customer service experience.
- Proven computer experience.
- Ability to effectively communicate and solve problems quickly.

For job consideration, go online and complete a copy of our **required** application at <http://www.thebbtarena.com/arena-information/employment-opportunities.aspx> or pick up one up at our Security Office.

### **Please forward all application packets to:**

Tammy Fryman  
HR Mgr. /Executive Assistant  
500 Nunn Drive  
Highland Heights, KY 41099  
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***SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal Contractor.***