

Title: Guest Services Supervisor
PG: 29
Status: Non-Civil Service
Reports To: Client Services Manager
Department: The Lakeland Center

Class Code: 8099
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is responsible work involving direct supervision of staff and providing excellent customer service to patrons during events. This position involves considerable independent judgment before, during and after public/private events. Duties include hiring, scheduling and training of part-time event staff in the various positions. This position is the main facilitator of the orientation program for all part time staff regarding building policies and procedures. Responsibilities include, but are not limited to supervising part time event staff that are monitoring access to facilities, securing restricted areas, ensuring proper ticket entry, properly seating patrons, staying in contact with Emergency Management Team and Police all while administering quality customer service. This position also assists Client Services Coordinators with event related matters. Work is performed under the direction of the Client Services Manager and the Event Coordination staff.

ESSENTIAL FUNCTIONS

1. Interviews, hires and trains part-time event staff
2. Schedules and supervises part-time event staff which include: Security, Ushers, Ticket Takers, Emergency Medical Technicians, and Event Supervisors.
3. Maintains inventory for emergency medical supplies, uniform inventory and event related service order records.
4. Communicates effectively with the Client Service Coordinators on related events and updates event information as required.
5. Attends weekly event staff meetings.
6. Must be time flexible so as to fill in shifts periodically for staff call-offs or no shows.
7. Must act as a liaison between patrons and the Venue, while providing high-quality, professional service that assures patron satisfaction.
8. Is the main security and emergency contact during events.
9. Processes payroll for all part-time event staff.
10. Coordinates Police duties during events with Lakeland Police Department.
11. Facilitates TLC orientation program of new part-time event staff.
12. Provides direction of information to guests with disabilities.
13. Maintains statistical information on patrons attendants and event data
14. Liaison between Box Office and patrons regarding ticket relocations.

Additional Responsibilities:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of city and building policies and procedures as well as event requirements
2. Knowledge of Intermediate computer programs.
3. Knowledge of a minimum of 12th grade math.
4. Ability to handle stressful situations and react in a fast-paced environment
5. Ability to recognize problems and resolve them quickly
6. Ability to handle emergency situations in a calm manner
7. Ability to train and supervise part-time event staff
8. Ability to perform all duties outlined in security, emergency services, ushers, ticket takers, and event supervisor positions.
9. Ability to complete event reporting orders.

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10. Ability to handle and resolve patrons concerns and complaints in a calm and professional manner.
11. Ability to discipline subordinate staff as required and give direction for improvement
12. Ability to establish and maintain effective working relationships with supervisors, co-workers, other City employees and the general public
13. Ability to follow complex, detailed written and verbal instructions.
14. Ability to multi-task and handle several projects at once while meeting established deadlines.
15. Ability to work irregular, flexible, extensive hours including nights, weekends and holidays
16. Ability to stand for long periods of time and climb stairs to handle problems, inspect facility and assist patrons
17. Skilled in effectively supervising multiple people simultaneously
18. Skilled in greeting the public in a professional and friendly manner
19. Skilled in effectively communicating with the public

WORKING ENVIRONMENT/CONDITIONS:

Requires work that involves walking or standing most of the time, exerting up to 10 pounds of force on a recurring basis, or routine keyboard operations. May be required to lift up to 50 pounds and walk or stand for long periods or distances.

The job risks exposure to no significant environmental hazards. The job risks exposure to loud music, pry and extensive hours during peak season

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

QUALIFICATIONS AND EXPERIENCE:

1. Graduation from High School or its equivalent.
2. Must have at least three (3) years of computer experience and experience in general office and clerical duties.
3. Must have a minimum of three (3) years working knowledge of Microsoft Office.
4. Must have three (3) years experience as a supervisor.
5. Must have Industry experience of events related to concerts, trade shows, meetings and Broadway musicals.
6. An equivalent combination of education and experience directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. FBI background check is required for this position
2. Must obtain and maintain a valid state of Florida driver's license.
3. Required to maintain a valid home telephone number.
4. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.