



Opening Date: 5/1/2018
Closing Date: Open Until Filled

Vacancy Announcement #40-18 Guest Services Supervisor (E.S.A.)

SALARY: NEGOTIABLE

DC Residents Preferred

EVENTS DC

Engage, Excite, Entertain.

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

SUMMARY DESCRIPTION

At Events DC we value diversity and are looking for extraordinary employees of all backgrounds! Events DC is an Equal Opportunity Employer and provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, citizenship, age, genetic information, disability, or veteran status. In addition to federal law requirements, EDC complies with all applicable state and local laws governing nondiscrimination in all locations. This position reports to the Director of Facilities Operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Entertainment and Sports Arena Guest Services Supervisor will be accountable for providing an exceptional guest experience throughout the customer seating area of the Arena by leading and directing front line colleagues. Reporting to the Guest Services Supervisor are the Receptionist, Ushers, Greeters, Guest Services Representatives & Ticket Takers. This role will work in focus on partnering within Venues, and across functions, to get work done through others in a fast paced, and dynamic environment. Success in this role is demonstrated by an exceptional guest experience, a commitment to continuous learning and development, and achievement of business results. The Arena Guest Services Supervisor will report to the Ticketing Manager.

MAIN DUTIES/FUNCTIONS

- Accountable for daily supervision and leadership of front line Usher & Ticket Takers employee group.
- Accountable for daily supervision and leadership of receptionist/office manager.
- Demonstrate a positive attitude and operate with high energy throughout the entire shift
- Function as a role model to front line colleagues by demonstrating a positive attitude, and achievement of company objectives and goals
- Ability to work collaboratively with Security, Crowd Management and Event Operations and other departments on a daily basis as well as in an emergency situation.

- Assess, evaluate and coach front line colleagues
- Provide consistent, fair and timely feedback to colleagues through various methods (i.e., coaching, mentoring, one on one)
- Manage the content and delivery of pre-shift meetings
- Oversee the management receipt, and documentation of lost and found operations.
- Ensures that front line colleagues are engaged, upbeat, and delivers an exceptional guest experiences
- Highly responsive to emergencies in a fast paced, time sensitive environment.
- Takes ownership of supervisory locations and maintains a clean, safe and aesthetically pleasing working environment.
- Addresses customer concerns, feedback and suggestions in a timely and efficient matter while offering recovery solutions when necessary.
- Other duties as assigned.

DECISION MAKING

- Source recovery methods
- ER concerns

SUPERVISION

List the title of direct reports:

- Ushers, Ticket Takers, Greeters, Guest Services Representatives
- Receptionist/Office Manager

CORE COMPETENCIES (SUPERVISOR STAFF)

- Job Knowledge and Technical Expertise
- Leadership
- Human Capital
- Workplace Safety
- Oral and Written Communication

QUALIFICATIONS

- The ideal candidate will have a minimum of 3-5 years' Supervisory experience, and/or knowledge of events, sports, theatre operations, within an entertainment venue
- Candidates who have completed a minimum of 60 credit hours of college-level coursework (representing 2 years), or have shown similar self-development through certifications, trade school coursework, etc. are preferred.
- Experience supervising union staff preferred
- Excellent communication skills, ability to mobilize key stakeholders, and engage with all levels in the organization
- Demonstrated experience completing reports and documenting staff performance is essential
- Ability to engage and develop collaborative relationships and influence within team and across functions, even without direct reporting relationship
- Adept at maintaining a positive, open, approachable, and professional relationship with a diverse group
- Comfortable with managing conflict and responding to customer problems with a sense of urgency
- Ability to demonstrate success in managing multiple tasks while under tight deadlines
- Experience motivating, and encouraging exceptional performance
- Ability to hold team accountable for outcomes and monitor performance
- Ability to work a flexible schedule including nights, have split days off, work weekends and holidays in a 24 X 7 environment
- Ability to multi-task and perform under pressure
- Demonstrated experience coaching, mentoring and developing staff to perform at high levels

- Strong interpersonal and communication (written and verbal) skills required
- Proficient computer skills, including Microsoft Office applications (Outlook, Word, and Excel)
- Previous experience working in a similar facility environment preferred
- Ability to establish and maintain working relationships with building personnel, guests, visitors, and vendors
- Must have a strong teamwork etiquette
- Must be able to adapt to changes in nightly assignment
- Must maintain a high standard of grooming
- Ability to maintain patron, employee, and company confidentiality
- Tasks are performed with moderate supervision
- Ability to lift and carry up to 20 pounds
- Must be able to walk/stand and climb stairs for more than 4 hours
- Must have a valid driver's license.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

General physical requirements such as lifting 25 lbs., standing for long periods, walking long distances, bending and constant motion is often required.

EDUCATION

Candidates who have completed 60 credits of college-level coursework (representing 2 years), or have shown similar self-development through certifications, trade school coursework, etc. are preferred.

REQUIREMENT

- All positions require candidates to successfully complete our background screening process

In an effort to protect our environment from paper waste all candidates must apply on-line on our website:

<http://careers.wcsa.com/employment/application.aspx>

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW
 Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.
 Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

**Washington Convention & Sports Authority T/A Events DC
 Human Resources Department
 801 Mount Vernon Place, NW
 Washington, DC 20001**

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.