



Opening Date: 8/20/2019  
Closing Date: Open Until Filled

## **Vacancy Announcement #82-19 Guest Services Representative-Casual (ESA)**

**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.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Reporting to the Ticketing Manager and Guest Services Supervisor, a Guest Service Team Member will be responsible for working a variety of positions. This includes greeting guests, providing general customer service. Assist patrons with finding their seats, providing information and directions, assisting with problems/issues, working elevator shifts, scanning tickets at entry and controlling ticket access points throughout the Arena.

### **FUNCTIONS INCLUDE:**

- Service customer(s) in a friendly and professional manner.
- Assist customers with general ESA event and venue information.
- Accommodate guests with disabilities
- Assist guests with directional and informational inquiries
- Interact in a professional manner when dealing with other building staff, clients, guests, supervisors and corporate staff.

## CORE COMPETENCIES (OPERATIONS LINE STAFF)

- Job Knowledge and Technical Expertise
- Oral & Written Communication
- Workplace Safety
- Organizational Awareness
- Initiative

## REQUIREMENTS:

- Candidate must be available to work evenings, weekends and holidays.
- Strong interpersonal and communication skills are a must.
- Must be able to work in a fast-paced environment.
- High School diploma or equivalent required.
- Must show commitment and willingness to provide excellent customer service.
- This is a casual, non-union, hourly position
- The employee must maintain a neat, clean and well-groomed appearance
- All positions require candidate to pass a pre-employment background check & a drug screening test.

## MISCELLANEOUS

- Casual = Work on an as needed basis

## 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.**