



JOB POSTING

AEG is committed to developing a diverse workforce reflective of the marketplace and the communities in which we do business. We believe a diverse workforce is not merely an advantage; it is mandatory for any company to be successful in today's business climate.

TITLE: **Guest Services Attendant**

LOCATION: Rose Quarter (Portland, OR)

Reports To:	Shift Supervisor, Guest Services Director & Guest Services Manager	Status:	Non-Exempt
Department:	Guest Services	Supervises People?	No
Salary Range:	\$8.75/hour	Required:	Must be at least 18 years of age.
Hours:	Part Time-Based on events scheduled		

Job Summary/General Description:

A Guest Attendant will act as the primary provider of direct service to guests as they are entertained at the Rose Quarter. Guest Attendants are responsible for providing a safe environment for our guests and play a major role in monitoring the consumption of alcoholic beverages.

Duties And Responsibilities (in order of importance):

- Greet guests; usher guests to their seats and provide directional assistance.
- Ensure compliance of outside food/beverage and camera building policies.
- Scan/take tickets.
- Monitor guest conduct and provide assistance to guests when necessary.
- Assist in providing a safe and secure environment for guests.
- Monitor the consumption of alcohol to ensure no under-age drinking is taking place and those guests consuming beverages are doing so responsibly.

Additional Responsibilities & Requirements:

- Perform crowd management functions.
- Act as a member of the emergency evacuation team by directing guests to the nearest exits.
- Monitor emergency exits and assist guests with special needs.
- Set up and remove turnstiles at gates.
- Report any unsafe equipment or situations to the supervisor immediately.
- Good customer service skills. Outgoing and friendly personality required.
- Ability to work independently and remain flexible.
- Must follow procedures and safety standards.
- Must be able to use good judgment when making proper body mechanics decisions.
- Complete On-The-Job Required Training including ***Techniques for Effective Alcohol Management***.
- Perform other duties as assigned.

Education:

- High School diploma, GED or equivalent preferred.
- Must be able to understand conversational English and follow verbal and written direction.

Physical Requirements/Demanding Tasks & Work Environment:

Percentage of time spent: 90% standing/walking/stair climbing 5% sitting 5% lifting/carrying

Frequent climbing of stairs; moving of turnstiles, tensa-barriers, and boxes of handout materials up to 25 lbs. Majority of duties are performed in-house under controlled temperatures; some positions are located in inclement areas or outside on Rose Quarter property.

Professional Attire: Part of the main uniform will be provided. Employee must provide black socks, black slacks, comfortable solid black dress shoes and a small flashlight. Must meet Company grooming standards.

Equipment Used: Turnstiles, ticket scanner, radio equipment and flashlights.

The AEG Management OR, LLC Rose Quarter is an equal opportunity employer. We encourage all qualified individuals to apply for employment. If you require accommodations to complete the application, testing or interview process, please contact the Human Resources Department.

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