



### EVENT SERVICES STAFF

**STATUS:** Part Time (Non-Exempt)

**WAGE:** \$9.75/Hour

#### CORE EXPECTATIONS

- Strive for excellence in ways to entertain and ignite the fan experience in unexpected ways
- Know and live the Rose Quarter mission to create extraordinary moments for our guests, our events, and each other
- Approach all tasks with a “can-do” attitude understanding that there is no other kind of attitude
- Take ownership and see the guest’s need through, from beginning to end, empowered to say “YES”, to create extraordinary moments
- Present a cheerful, positive manner in all interactions
- Work to make a specific impression on our guests in an effort to create extraordinary moments in their experiences at the Rose Quarter

#### ESSENTIAL ACCOUNTABILITIES

*Ensure that all guests receive extraordinary customer services by:*

- Set all concourse and back of house needs including: pipe and drape, tables, chairs, staging barricade, and matting or carpeting as needed
- Set rooms for all meetings/banquets (tables, chairs, stages, etc.)
- Standby at events to resolve issues which may cause an event to be delayed (hockey glass, nets, hoops, basketball floor, etc.)
- Make ice and paint for up to ten hours
- Locate and correct any problems that could place the building in violation of fire and/or safety codes
- Perform all assigned duties with a positive “can-do” attitude

#### WORK SCHEDULES

Our business is event production and management. We schedule employees in relation to events booked at the Rose Quarter facilities and property, in both the Moda Center and Veterans Memorial Coliseum. Your schedule will be based on the needs of the business, your availability and the events scheduled at the Rose Quarter. As a result, we cannot guarantee the number of hours you will be scheduled to work, or provide a “regular” work schedule.

#### POSITION QUALIFICATIONS & REQUIREMENTS

- Must be able to understand and communicate conversational English and follow verbal and written direction
- Minimum 1-year customer service experience preferred
- Able to work flexible hours (evenings, weekends, and holidays)
- Strong knowledge of various types of hand tools and power tools
- Valid driver license/clean driving record preferred, but not required

#### PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

- 90% of daily tasks require moving, lifting, pushing, walking, and climbing stairs
- 10% of daily tasks involve the use of small hand tools
- Capable of moving and lifting up to 75 pounds
- Perform tasks on feet, climb stairs, kneel, bend at waist and work on concrete floors for extended periods
- Must perform in high-stress and fast-paced environment in an expedient manner for sustained periods, often performing tasks in front of the public

#### PHYSICAL DEMANDS

While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop; kneel; bend at waist; talk or hear. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

#### WORK ENVIRONMENT

While performing the duties of the job, the employee may be exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal with the exception of noise emitted during an event, which can be loud. Ear/hearing personal protection will be provided if exposed.

*Final offers of employment will be conditioned on a successful drug screening and an individualized assessment of background check results after a conditional offer is made.*

*As a member of this team you assume the role of campus facilitator, communicator, decision-maker and promoter of positive experiences. This position is responsible for ensuring all customers - internal and external - enjoy a safe atmosphere where we create extraordinary moments.*

**Our employees are committed to creating extraordinary moments and generations of passionate fans for events @ the Rose Quarter.**

**RoseQuarter.com**

We are an equal opportunity employer committed to being champions of diversity in our organization and community.