



Job Title: Crowd Manager
Department: Event Services
Reports To: Event Services Manager
FLSA Status: Casual, Non-Exempt
Prepared Date: January 2017

Summary:

- Provides assistance to guests at MECA-managed facilities as Event Services Staff

All Event Services Staff:

- Must be familiar with the layouts of MECA-managed facilities
- Be able to direct guests to their desired location(s)
- Must be familiar with all facility policies and procedures
- Expected to assist all Team Members in ensuring safety, enforcing facility policies and procedures, maintaining order, and providing the best guest experience possible
- Works on an intermittent basis based on events at each MECA-managed facility and need for staffing
- Work flexible hours including evenings, weekends and holidays

Summary:

The primary responsibility of this position is to provide guests with the best guest experience possible. This begins with a positive initial impression of our MECA-managed facilities. This impression is created by taking guests tickets, providing them with accurate event information, assisting them in finding their seat for the event, and assisting them with any guest-related issues. This position is expected to work cohesively with all Team Members in maintaining a superior level of guest service.

Responsibilities:

- This position involves overseeing crowd movements during events
- The Crowd Manager is considered a security position
- Notifies appropriate contacts when police or paramedic services are needed
- Must be familiar with assigned section(s) of a facility in order to assist guests in locating specific seat locations
- Direct guests to proper seat locations or areas of the facility
- Control movement of guests at events so as not to interfere with the viewing of the event by other guests
- Provide or seek assistance for guests needs
- Monitor guests behavior for compliance with event and facility policies
- Clean and pick up litter from the seating areas during, in-between and after events if necessary
- Become familiar with the ticketing process to include the ability to recognize counterfeit tickets, use ticket scanning equipment, use paperless scanning equipment, and assist with counting tickets at the end of an event
- Assist in the operation of the elevators

- Assist in the Premium Seating areas when necessary, including wrist banding guests
- Assist in securing multiple locations around the concourse
- Assist other Team Members as needed

Basic Qualifications:

- 18 years of age or older for Crowd Manager position

Additional Qualifications:

- Must have reliable, steady transportation to and from work
- Must display a positive attitude, eagerness to learn, and professional image in compliance with the MECA guidelines
- Must have the ability to safeguard confidential information
- Must be innovative and be self-motivated to complete tasks
- Must have strong interpersonal skills and provide excellent customer service
- Team Members must be able to project an approachable, professional attitude at all times
- Must be available to work variable hours, including nights, weekends, and holidays. Shifts may be split or extended, dependent on the event involved.

Language Skills:

- Ability to read and comprehend simple instructions, short correspondence and memos in English
- Ability to listen effectively, take and execute directions as given
- Ability to write simply correspondence
- Ability to effectively present information in one-on-one and small group situations to guests, clients, and other Team Members of the organization

Working Conditions:

The physical demands described here are representative of those that must be met by a Team Member to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Must be able to climb up and down stairs throughout the duration of your shift
- Must be able to work in high, elevated areas
- Must be able to safely lift and carry a container of trash
- Ability to lift and carry 10 lbs
- Must be able to work in combination of indoor and outdoor weather conditions
- While performing the duties of this job, the Team Members are regularly required to stand for long periods of time, and walk and move up and down a significant number of stairs
- Must be able to focus on the details while working in a face paced environment
- Must be able to work in loud environments
- Visual and audio acuity are required for solving guest-related issues
- Incumbent is required to have sufficient hearing ability to perceive information at normal spoken work levels

Submit resume to employment@omahameca.com