



## GUEST SERVICES REPRESENTATIVE, 0841

### DUTIES STATEMENT

February 14, 2008

#### **DUTIES:**

A Guest Services Representative greets guests; advises patrons of venue activities; provides directions and/or escorts guests in a friendly, helpful, and professional manner; provides real-time feedback to the event services team on event- and facility-related needs and issues; and does related work.

The duties and responsibilities of this position include, but are not limited to, the following:

- Greeting and, on an as-needed basis, escorting guests attending various events at the Los Angeles Convention Center and other City facilities;
- Providing guests with information related to various events within the venue;
- Distributing hand-out literature as needed;
- Directing guests to the proper parking areas;
- Maintaining radio and/or phone contacts with members of the event service team and providing feedback on the condition of the facilities and events as needed;
- Roaming the corridors during events to show high visibility and handle unexpected needs and/or service requests made by clients and guests;
- Attending pre-convention meetings and briefing sessions, when required, to learn pertinent information relating to various events and activities that are occurring within the facility;
- May complete written reports on the day's events as needed;
- May provide emergency management support.

Guest Services Representatives will be employed on a part-time, exempt basis, pursuant to City Charter Section 1001(d)(3). Candidates must be available to work day and evening shifts as well as weekends and holidays.

**Minimum Requirements:** Graduation from a U.S. high school, G.E.D. or equivalent from a U.S. institution and six-months of experience working in a client-support capacity providing customer service or performing other tasks similar to the position's duties as listed above.

The ability to speak a language other than English is desired, but not required.