

TITLE: Event Staff

Department: Safety & Security

Reports To: Director of Safety & Security; Security Coordinator; Event Staff Supervisor

Supervises: N/A

Status: Part Time, Hourly, Non-Exempt

SUMMARY:

Under direct supervision from the Director of Safety & Security and/or the Security Coordinator, On Call Event Staff personnel typically serve in a variety of event related roles, including crowd control, general protection of facility property and personnel, and provide general information and assistance to facility guests. Event Staff personnel also serve as ticket taker, usher, door monitor, coat- check attendant and loading dock parking attendant. In the absence of the Director of Safety & Security or Security Coordinator, On Call Event Staff personnel may receive event-related instructions from an Event Staff Supervisor or Event Manager.

JOB DUTIES: (include, but are not limited to):

- Patrol assigned facility locations; lock and unlock doors as required
- Monitor event activity areas as well as entrances and exits
- Observe facilities and equipment for needed maintenance and repairs; recognize and report damage and safety hazards
- Be aware of the location and use of emergency alarms and equipment; follow established procedures in case of fire, disorder or other emergency situation
- Observe general public; provide general information, directions and assistance to facility guests; report suspicious behavior to Security Base or Supervisor
- Maintain high degree of visibility and professionalism; respond to various situations, issues and requests for assistance; prepare incident reports in accordance with departmental standards
- Assist medical personnel by directing traffic, crowd control and securing needed equipment
- Communicate clearly and concisely in the English language, both orally and in writing
- Perform other duties as required

Ticket Taker:

- Collect tickets, passes, etc. for admission into events; check for authenticity
- Prohibit access to guests without proper tickets, passes or other entry credentials
- Provide an accounting of tickets, passes, etc. collected
- Provide general event and facility information to guests

Usher / Door Monitor / Badge Checker / Coat Check Attendant:

- Direct guests to their seats and provide general information regarding the event and the facility
- Monitor entry and exit into facility events; prohibit access to guests without proper entry credentials
- Assist in maintaining order during events
- Serve as a coat check attendant (receiving, caring for and returning coats) as needed
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Parking Attendant:

- Direct vehicles into and out of the loading dock area and lead vehicles to assigned parking spot

MINIMUM EDUCATION AND EXPERIENCE

Must be 18 years of age or older. Must have a high school diploma or equivalent GED. Must have strong customer service skills. Must pass a background check. Must be able to stand for long periods of time. Must be dependable and willing to work variety of schedules, including holidays, days, evenings, and weekends. **This is a part-time, as needed, position with no minimum number of hours guaranteed.** Work schedules are determined by event activity. Must possess or have ability to obtain a CPR certificate.

SALARY: \$16.00 per hour

HOW TO APPLY: Download an application from our website at [Greater Richmond Convention Center Part-Time Employment Application](#). Complete the application and return in in one of the following manners:

- i.) Email the completed application to: Jackie Rowley at JRowley@greaterrichmondcc.com
- ii.) Fax the completed application to: 804-225-0508 (fax) ATTN: Human Resources
- iii.) Mail the completed application to: GRCC Human Resources
403 N. 3rd Street
Richmond, VA 23219

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