

**Title:** Assistant Guest Services Manager  
**Job Code:** 8380  
**Pay Range:** 322  
**FLSA Status:** Exempt – Executive/Supervisory

**Employee Group:** MERC Non-represented  
**Established:** April, 2018  
**Revised:**  
**EEO Category:** Officials and Executives

### **CLASSIFICATION DESCRIPTION**

Assist the Guest Services Manager position with a range of duties that enhance the guest experience at MERC venues. Provide facility-wide customer service training and supervise the guest services program at assigned location. Provide additional guest services points of contact during busy events and business hours. Assist in the supervision and coordination of ticketing and parking services for events at visitor venues.

### **DUTIES AND RESPONSIBILITIES**

1. Supervises the staff and coordinates the activities involved in ticketing services; and at some venues also
  - a. Collaborates and coordinates ticketing services with clients; presale arrangements, house scaling, discounts, policies, procedures and settlement process.
  - b. Maintains and repairs equipment used for ticketing, as assigned.
2. Coordinates facility parking services with staff, clients, promoters and outside agencies.
3. Under direction of Guest Services Manager, provides supervision of contracted parking services and repair services providers.
4. Maintains and repairs equipment used for revenue control parking, as assigned.
5. Coordinates facility scooter and wheelchair rental program, where applicable.
6. Supervises and coordinates the activities of non-exempt guest services staff and volunteers.
7. Trains employees; plans, assigns, and directs work; addresses complaints and resolves problems and performs other related responsibilities.
8. Implements work plans; monitors and evaluates processes, methods and procedures; documents and prepares reports.
9. Provides customer service training to staff on an ongoing basis.
10. Oversees cash handling and credit card transactions.
11. Compiles and generates reports and maintains all operating records.
12. Backfills for subordinate staff at events.
13. Ensures work is performed in compliance with codes, ordinances, regulations and other requirements for OSHA and other agencies.
14. Performs other duties which may be necessary or desirable to support the agency's success.
15. Performs related duties as assigned.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
  - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
  - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
  - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
  - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
  - Demonstrate sustainable practices in applicable field and generally for resource use and protection
  - Work assigned schedule (if applicable); exhibit regular and predictable attendance
  - Practice safe work habits
  - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

## **JOB SPECIFICATIONS**

### **Education/Licensing and Work Experience:**

- Associate's degree in an area relevant to the work of this position and
- Minimum of two years of supervisory or lead experience in a customer service-based industry and
- Minimum of two years of experience managing cash handling services or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Possess or obtain within three months of hire Cardiopulmonary Resuscitation Certification Possess or obtain within three months of hire Trained Crowd Manager or similar industry certification or training

### **Knowledge, Skills and Abilities:**

- Communicate effectively, both verbally and in writing
- Work effectively with the general public; ability to defuse disputes, behaviors or situations to positive outcomes
- Establish and maintain effective working relationships with coworkers and staff
- Plan, assign, coordinate, and review the work of others

- Supervisory skills and responsibilities, and the ability to use those skills effectively and efficiently to supervise staff to positive outcomes
- Manage resources effectively and efficiently
- Operations, services and activities of venue ticketing processes and parking services
- Basic accounting principles and cash handling best practices
- Work effectively with computerized information systems, and adapt quickly to system changes and updates
- Analyze information and use logic to resolve issues and problems
- Respond effectively in emergency situations, make appropriate decisions and lead others
- Work various shifts, including weekends and holidays, as needed
- Work assigned schedule and exhibit regular and predictable attendance
- Perform all position essential duties and responsibilities
- Work in a safe manner and follow safety policies, practices and procedures
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements, as appropriate
- Pertinent federal, state and local laws, codes and regulations
- Use discretion with confidential and sensitive matters

**Additional Requirements:**

- Successfully pass the background check and screening requirements required for the position

**SUPERVISION RECEIVED**

Supervision is received from the Guest Services Manager position

**SUPERVISION EXERCISED**

This position functions primarily as a first-line supervisor, ensuring subordinate staff have clear work direction and guidance. This incumbent is responsible to carry out the full spectrum of supervisory responsibilities in accordance with the agency's policies and applicable laws. Responsibilities include hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING**

Standard office equipment is used primarily. Additional equipment used may include ticketing equipment, handheld payment devices and anything that might be dependent on the location of the position.

**WORK ENVIRONMENT**

Work is generally performed in a public facing environment, with frequent interruptions and irregularities in the work schedule. Frequent reaching, walking, standing, lifting, stooping, or

carrying of equipment and materials may be required. Incumbents may be required to lift and carry up to 10 pounds. Must be able to work on feet up to 9 hours.

As necessary to meet workload demands, this classification works outside of typical schedule including evening/weekend hours. Work may require travel to off-site locations.

**POSITION SPECIFIC INFORMATION**

This classification is for the work to be performed at one of the Visitor Venues. Depending on the venue the specific duties and responsibilities and work environment may be different.

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*The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.*