



Title: Guest Services Representative

Reports To: Guest Services Manager & Supervisor

Job Summary:

The position of a Guest Services Representative at the Abbotsford Entertainment & Sports Centre can encompass ticket taking, ushering and general guest service. Its main goal is to ensure a great experience to all guests who walk through the doors.

As a Guest Services Representative you will be committed to providing EXCEPTIONAL customer service at all times while working at Abbotsford Entertainment & Sports Centre.

The Guest Service Representative must maintain an excellent attendance and be available to work events as scheduled per business need.

Major Duties and Responsibilities:

- Having a thorough knowledge of the venue along with its policies and procedures.
- Provide access control and ensure the venue is safe for guests.
- Provide guests with directions or other venue information.
- Ensure a safe and fun environment for all guests, staff and performers.
- Field all comments/concerns in a prompt and friendly manner through the appropriate channels.
- Assist in ensuring regulations and procedures are enforced in a positive and proactive manner.

Knowledge, Skills and Abilities:

- Ability to communicate with employees, co-workers, volunteers, management staff and Guests in a clear, professional and respectful manner which focuses on creating a positive, enthusiastic and cooperative work environment.
- Positive, Guest focused attitude
- Ability to work well in a team-oriented, fast paced and event driven environment.
- Ability to use positive problem solving skills
- Ability to speak, read and write in English

Working Conditions:

- Working in the venue most of the time which holds small and large public and private events. Must be able to work in loud crowded environments.
- Standing or walking for long periods of time, up to 8 hrs.
- Will be faced with stressful situations from time to time.
- Independent work – must be able to work independently and as part of a larger team, show initiative, be proactive and have a passion for providing great service.