



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;
- Performing the duties of the position with minimum supervision in a high-pressure environment in accordance with oral and written instructions, policies, guidelines, and procedures;
- Performing related duties and other tasks for training purposes, and providing emergency management support.

Guest Services Representatives will be employed on a part-time, as-needed 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.

Qualifications:

A working knowledge of:

- Office software

Ability to:

- Effectively communicate in English
- Work with events and people of diverse backgrounds
- Work comfortably around large numbers of clients

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.

Physical Requirements: Ability to lift up to 10 lbs, and occasionally over 15 lbs; good speaking, hearing, and eyesight; ability to move between various places and in crowded meeting halls.

License: A valid California driver license may be required.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.