

## Addition Financial Arena is hiring for our Guest Services, Custodial, and Changeover teams!

**Reports to:** Management, Supervisors

### **Desired Skills for all positions:**

- Previous experience is a plus but not required
- High School diploma or GED preferred
- Bi-lingual is a plus
- Ability to work holidays such as Christmas Eve/Day, Thanksgiving Day, New Year's Eve/Day, Easter, etc.
- Able to handle large groups of guests
- Provide exceptional customer service to every guest
- Must be able to adhere to all company policies and procedures

### **Guest Services Qualifications**

- Must be 18 years or older
- Must have reliable transportation
- Must be able to work consistently
- Ability to handle high stress situations
- Must be able to stand for long periods of time
- Must be pleasant, courteous and outgoing with a positive attitude
- Must be able to pass a criminal background check

### **Summary of Guest Services**

Guest Services staff are the primary contact with the guests at the facility. Employees are required to have knowledge of the building and its services, and also to provide a safe and enjoyable environment for the guests. Employees will fill ticket taker, usher, guest services, and greeter positions.

### **Custodian Qualifications**

- Must have a positive attitude and be able to communicate well
- Must be on time for shifts and be punctual
- Must be able to walk stairs, bend, sweep, mop and perform other cleaning duties with or without accommodations

### **Summary of Custodial**

This position requires cleaning the building after an event has taken place. Must be available to work nights and weekends. The hours may go overnight depending on the event schedule. Expect every shift to be different as numerous variables determine the length of the shift. Staff members must be ready to go home only when the job has been completed.

### **Changeover Qualifications**

- Must be able to lift at least 50 pounds
- Must be neat and presentable
- Ability to perform general labor; heavy lifting is required
- Great customer service
- Some cleaning might be involved such as changing trash and dust mopping
- Set up and break down of large stages, chair sets and sport courts

### **Summary of Changeover**

It is very common for last minute schedule changes to take place; therefore, you must be flexible. You must have transportation and a strong desire to come to work. We need dependable people who are willing to work. This is a great way to get your foot in the door and gain some knowledge on the event industry. Previous experience would be beneficial but is not necessary.