



JOB TITLE: Elevator Usher
REPORTS TO: Usher Captain/Event Manager

DEPARTMENT: Operations
FLSA: Hourly/Non-Exempt

Summary

Deliver superior guest service when transporting visitors to their correct seating locations during events.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Push buttons to open and close the doors at each floor where guests want to enter/exit the elevator.
- Ensure that all passengers enter and exit the elevator safely, and that guests adhere to proper behavior while riding the elevator. Notify Event Supervisor and/or Security by pager if issues arise.
- Ensure that proper passenger load guidelines are followed. Be alert to any malfunction and ring the pager and security alarm in case of any issue.
- Provide directional assistance to various locations throughout the facility.
- Assist other employees while loading items into the elevator.
- Look after cleanliness of the elevator and contact management for any maintenance.
- Enforce rules and regulations of the building (i.e. no smoking)
- Provide calmness, courtesy, respect, and professionalism to all guests and fellow employees.
- May need to transfer other goods from floor to floor.
- May need to prevent unauthorized users from getting inside by instructing them to wait for an additional time period.

Supervisory Responsibilities

This position does not have supervisory responsibilities

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED)
1+ years of customer service experience required

Skills and Abilities

Ability to work with minimal supervision; Must be able to do basic mathematics; Strong customer service skills; Sound judgement and quick decision making capability; Good verbal and interpersonal skills required; Possess enough technical aptitude to understand and operate the elevator; Carry a pleasant impression of the Company through courteous and sincere conduct; Professional presentation, appearance and work ethic; Ability to work irregular hours including, night shifts, weekends and holidays; Ability to interact with all levels of staff including management.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This is a seated position, and is not substantially exposed to adverse environmental conditions. This position may be exposed to high noise levels as doors open.

Completed applications should be sent to:

AEG Human Resources Department
101 5th Avenue, Pittsburgh, PA 15219
412-804-7981 – Fax
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