



# PAINTS ARENA

**JOB TITLE:** Greeter  
**REPORTS TO:** Greeter Captain/Event Manager

**DEPARTMENT:** Operation  
**FLSA:** Hourly/Non-Exempt

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## Summary

Greet and direct guests to assist them in locating and arriving to their proper destination during events.

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

- Deliver superior guest service
- Provide directional assistance to guests by being knowledgeable about locations throughout the facility, as well as assist with crowd flow.
- Keep area clear of debris/spills to ensure a safe environment.
- Enforce rules and regulations of the building (ie..no smoking, no throwing of objects)
- Provide courtesy, respect, and professionalism to all guests and fellow employees.

## 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; Strong customer service skills; Excellent verbal and interpersonal skills required; 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 position will require a large amount of walking, stair climbing, and standing to access all areas. Position is not substantially exposed to adverse environmental conditions. This position may be exposed to high noise levels.

Completed applications should be sent to:

AEG Human Resources Department  
101 5<sup>th</sup> Avenue, Pittsburgh, PA 15219  
412-804-7981 – Fax  
hrmanager@ppgpaintsarena.com