

## Metropolitan Exposition-Recreation Commission

<b>Title:</b>	Admissions Lead	<b>Bargaining Unit:</b>	IATSE, B-20
<b>Job Code:</b>	8090	<b>Established:</b>	
<b>Pay Range:</b>	855	<b>Revised:</b>	
<b>FLSA Status:</b>	Non-exempt	<b>EEO Category:</b>	Administrative

### CLASSIFICATION DESCRIPTION

Lead the activities of the MERC Admissions staff (Ushers, Gate Attendants, Elevator Operators, Checkroom Attendants) during events in MERC facilities.

### SUPERVISION RECEIVED

Supervision is received from the Event Services Manager, the Admissions Staffing Manager or the House Manager/Event Coordinator on-site

### SUPERVISION EXERCISED

Provide lead direction to Admissions staff

### DUTIES and RESPONSIBILITIES

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks which an employee in this classification may be expected to perform.

1. Works with supervisor to outline and communicate duties and positions of Admissions staff at events; ensures all necessary positions are covered.
2. Provides lead direction to Admissions staff and performs Admissions staff duties when necessary to maintain continuity of operations.
3. Monitors crowds during events and determines which gates to open, when to close, etc. Resolves seating problems, security problems, patron complaints, injuries, minor disruptions, etc., either independently or in coordination with employees of other departments through on-site House Manager/Event Coordinator.
4. Directs implementation of building policies as necessary, such as enforcing no smoking policies, compliance with facility fire/safety codes, etc., and conveying emergency messages to patrons.
5. Ensures that potential safety hazards are reported and resolved. Initiates correct emergency procedures should an accident or emergency arise. Works closely with the designated facility manager in the evacuation of facilities.
6. Performs other related duties as assigned, such as completing documentation and reports as required, and inventorying souvenir merchandise and collecting funds due on-site.

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## **JOB SPECIFICATIONS**

### **EDUCATION AND EXPERIENCE**

High School Diploma or GED and a minimum of one year of responsible supervisory and customer service experience as it relates to event management or any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities. Must be able to tolerate inclement weather. Must be age 18 or older. Must be able to meet bonding requirements. Must be available to work evenings, weekends and holidays.

### **LICENSES:**

Possess or have the ability to obtain a CPR/AED certification

### **KNOWLEDGE, SKILL, ABILITY**

- Use principles of customer service and public relations
- Use basic supervisory principles and techniques in leading the work of others, including planning, organizing and guiding others to accomplish tasks
- Use basic arithmetic and cash handling procedures
- Understand and apply MERC guidelines and departmental structure
- Apply independent judgment and discretion to resolve problems.
- Communicate and express ideas clearly and concisely, in written and oral form
- Tolerate walking and standing for long periods of time and/or over long distances
- Climb ramps and stairs and to endure inclement weather