

Metropolitan Exposition-Recreation Commission

Title:	Checkroom Attendant	Bargaining Unit:	IATSE B20
Job Code:	8270	Established:	July 1, 2007
Pay Range:	865	Revised:	
FLSA Status:	Non-exempt	EEO Category:	Service/Maintenance

CLASSIFICATION DESCRIPTION

Provide checkroom services during performances, store the belongings of patrons, provide information to patrons, and enforce facility rules and regulations under the direction of the Admissions Lead or House Manager.

SUPERVISION RECEIVED

Supervision is received from the Admissions Staffing Manager.

SUPERVISION EXERCISED

None

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. Maintains coatroom check; collects money for coats checked, assisted listening devices and booster seats; ensures assisted listening equipment is properly working and provides instructions to patrons; calculates checkroom settlements at end of event.
2. Answers phones and provides information or directions to callers; refers callers to other numbers when necessary.
3. Checks in staff and volunteers and provides volunteers with needed supplies; ensures post assignment sheets are collected from volunteers.
4. Greets and directs patrons to seat locations, elevators, restrooms, telephones, box office, etc.
5. Performs radio communications to inform house manager and other staff members of needed supplies or services; informs house managers or leads of any problems as they arise.
6. Stuffs and counts programs.
7. Acts as primary point of contact in cases of medical emergency; communicates with 911 operation giving information, such as address verification and any known medical information; monitors fire and emergency alarm system.
8. Responsible for incoming and outgoing emergency calls, and notes such calls for inclusion with event evaluation.
9. Acts as lost and found contact, and serves as the lost child contact area.
10. Performs related duties and responsibilities as required.

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JOB SPECIFICATIONS

EDUCATION AND EXPERIENCE

High school diploma, or GED, and one year experience dealing directly with the general public in a high volume situation or any combination of education and experience that provides the necessary knowledge, skills and abilities to perform the classification duties and responsibilities. Previous experience dealing with crowd management is desirable. Must be aged 18 or older. Dependability is critical.

LICENSES

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

KNOWLEDGE, SKILLS AND ABILITIES

- Basic arithmetic, cash handling and cash register balancing
- Fire response procedures (including use of fire extinguishers) and safety procedures
- Respond effectively, make appropriate decisions and lead others in emergency situations
- Operate general office equipment
- Work accurately in time-sensitive settings
- Communicate clearly and concisely, both orally and in writing
- Interact effectively with diverse groups of promoters, clients, and the public and remain calm, professional, and polite even while dealing with difficult situations with members of the public
- Work various hours, including evenings, weekends and holidays
- Stand and/or walk for extended periods of time
- Continuously reach with hands and arms; hear and/or respond to verbal/audio cues; see and/or respond to visual cues
- Frequently lift, push, pull and/or carry objects up to 25 pounds
- Occasionally stoop, bend, kneel, sit, perform repetitive motions of hands and wrist, work near or around vibration