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|  | JOB DESCRIPTION  Hourly Staff |

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| **Position Title:** | **Twelve Eighty - Security Person/Customer Service Representative** |
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| **Term of Office:** | September 1 to April 30  May 1 to August 31 |
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| **Supervisor:** | Night Club Manager |
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| **Remuneration:** | Refer to MSU OPERATING POLICY 2.2 - EMPLOYMENT (WAGES) |
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| **Hours of Work:** | Variable |

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| **General Scope of Duties** |
| To generate a great first impression. To welcome guests as they come into the restaurant/bar and answer questions according to their needs. To ensure a safe nightly environment for both staff and patrons |

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| **Major Duties and Responsibilities** | | |
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| **Category** | **Percent** | **Specifics** |
| Operations Function | 75% | * Create a positive first impression of Twelve Eighty * Greet the guest in a proper manner * Rectify any guest concerns or problematic situations in a non-physical manner unless absolutely required for safety * Ensure proper communication between all scheduled Door People and Management * Create a lasting impression with a sincere good-bye or farewell or thank you * Prepare a written report for Management at the end of each evening outlining any occurrences |
| Other | 25% | * Aid with the cleanliness of the bar environment * Help with any assigned task by Head Door person, Shift Supervisor, or Manager |

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| **Knowledge, Skills and Abilities** |
| * Skills in verbal communication required dealing with customers and others within the organizations * Must have organizational skills and quick decision making ability * Knowledge of proper conflict resolution procedures * Background in customer service oriented industry |

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| **Effort & Responsibility** |
| * Ability to make decisions quickly and often without warning (i.e. Customer service situations) |

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| **Working Conditions** |
| * Work environment is pleasant but challenging. Often the Door Person is performing several tasks simultaneously * Loud volume, noisy, smoky environment * Potential risk of personal injury * Late evenings and weekend |

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| **Training and Experience** |
| * Training and experience with conflict resolution procedures * Past bar/restaurant experience preferred * Experience in campus environment preferred * Security License |

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| **Equipment** |
| * Ear plugs * Radio |