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|  | JOB DESCRIPTIONHourly 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 30May 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
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| 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
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