

# **LeConte Guest Services Associate**

## **Nature of Work**

This is responsible customer service work assisting with the coordination and operation of a variety of events, conferences, conventions, trade shows, etc. for the LeConte Center. Activities associated with the job include meeting and greeting attendees and visitors, providing information about tourist attractions, facilities, hotels, restaurants and other services and providing assistance as necessary. Additional activities include performing a variety of specific functions including guest services, asset protection, crowd control, life and safety policies enforcement, emergency and disaster plans and/or pre, during and post set up, take downs, and clean up. Job related duties require considerable knowledge of local tourist attractions, services and accommodations, considerable knowledge of the layout of the city and location of motels, restaurants, etc., knowledge of the dates and locations of special events and activities, sufficient strength and agility to perform job related duties, considerable experience performing a variety of convention center activities and functions and good organizational and interpersonal skills. Work requires an irregular schedule involving evenings, weekends and holidays. Job performance is evaluated by the General Manager through review of the level of assistance provided to attendees and visitors, knowledge of local tourist attractions, accommodations, restaurants, etc., level of support provided for special events and functions, timeliness and thoroughness of assigned duties and interpersonal, organizational and decision making skills.

## **Illustrative Examples of Work**

- Provides information to visitors and event participants about the facility and/or events and provides assistance as necessary.
- Participates in a variety of specific areas including guest services, asset protection, crowd control, life and safety policies enforcement, emergency and disaster plans and/or pre, during and post set up, take down and clean up.
- Represents the facility and communicates with event ownership, event management and event attendees in a professional and courteous manner.
- Reviews action plans, floor plans, seating charts, event schedules and specific notations prior to setting up and coordinating events, conventions, festivals, tradeshow, etc.
- Greets visitors and attendees and provides them with information about local tourist attractions, facilities, hotels, restaurants and other services.
- Assist with executing proper seating configurations as specified by drawings and seating charts.
- Assist with proper vendor booth and display placement as specified by drawings and floor plans
- Works with and assist operations and maintenance personnel during non-event time periods on special projects and routine maintenance of the facility.

- Stocks daily supplies including paper towels, utensils, paper plates, etc. and ensures a sufficient supply is on hand for meetings, events, etc.
- Ensures that the convention center is maintained in a clean and safe manner at all times.
- Responds in a timely and appropriate manner to any unexpected events or occurrences and notifies the appropriate personnel as necessary.
- Receives work orders, performs assigned duties in a timely and thorough manner and documents all materials and supplies utilized on the job.
- This list represents the essential tasks performed by this position. Employee may be assigned additional duties by management as required.

### **Necessary Requirements of Work**

Graduation from an accredited four year high school; considerable experience working with the public; considerable knowledge of local tourist attractions, services and accommodations; considerable knowledge of the layout of the city and location of motels, restaurants, etc.; knowledge of the dates and locations of special events and activities; experience working in a variety of public events and convention center functions preferred; good organizational, interpersonal and decision making skills; sufficient strength and agility to perform job related duties or any equivalent combination of education and/or experience to provide the following knowledge, abilities and skills:

- Considerable knowledge of local tourist attractions, services and accommodations.
- Considerable knowledge of the layout of the city and location of motels, restaurants, etc.
- Considerable knowledge of the dates and locations of special events and activities.
- Considerable knowledge of hotel and motel accommodations and cost of various services and attractions.
- Considerable knowledge of convention center functions and activities including the set up and take down of planned activities, life safety policies, seating and floor plans, audio visual requirements, etc.
- Ability to communicate and conduct job related duties in a professional manner with event ownership, event management, event attendees, facility management and coworkers.
- Ability to read and comprehend safety instructions, memos, correspondence, product directions, work orders, floorplans and layouts.
- Ability to effectively prioritize job related duties and meet all expected deadlines and reporting requirements.
- Skill in the use of equipment and machinery utilized for conventions, conferences, meetings, trade shows, etc.

### **Physical Requirements**

- This is medium work requiring the exertion of up to 50 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects
- Work requires stooping, reaching, grasping, lifting, repetitive motions, and prolonged standing and walking
- Work is subject to both inside and outside environmental conditions

### **Sensory Requirements**

- Vocal communication is required for expressing or exchanging ideas by means of the spoken word
- Hearing is required to perceive information at normal spoken word levels
- Visual acuity is required for preparing and analyzing written or computer data, operation of machines or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities
- Work is done in large crowd settings that may generate prolonged loud decibel noise levels

Pigeon Forge, Tennessee  
Administrative Support  
FLSA – Non-Exempt  
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