

Name: _____



The Broward Center builds community through the arts by delivering quality entertainment, educational opportunities and memorable moments that engage and inspire audiences, nurture collaboration and drive economic vitality.

The **Campus Concierge Representative** supports the Guest Services Department in providing first-class customer service and creates a positive experience for all visitors at the Broward Center for the Performing Arts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Courteously and consistently provide accurate information at all times.
- Greet all guests and act promptly to accommodate requests and/or needs.
- Remain in position during shift or until dismissed.
- Assist in appropriately resolving customer complaints.
- Knowledgeable on all activities within the facility on any given day/night.
- Provide tours, administer guest surveys, and provide back-up to the Guest Services staff as needed.
- Knowledgeable of all accessibility options we provide and able to direct guests appropriately. i.e., wheelchairs, hearing enhancement devices, theater access, service animals etc.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Able to work a flexible schedule, including nights, weekends, and holidays.
- Able to spend shifts walking campus and being outside in all weather conditions.
- Able to know all areas of the BCPA campus and surrounding areas including directions to/from campus from surrounding areas.
- Have an understanding of the basic requirements of patrons with special needs and how best to provide specialized customer service.
- Able to operate a hand-held radio.
- Familiar with all emergency management policies and procedures.
- Able to exhibit appropriate, professional, and corporate demeanor, considerable tact, and courtesy when interacting with internal and external patrons in a variety of situations.
- Able to use a mobile device to assist with information and directions.
- Able to communicate effectively, both verbal and written, in English.
- Able to work effectively and positively with others.

REQUIRED EDUCATION AND EXPERIENCE

- High School, High School Equivalent, or Higher: General/Business/or any equivalent combination of training and experience.

Interested candidates should submit their resume to consupsearch@browardcenter.org