



The **Campus Concierge and Accessibility Supervisor** 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**

- Supervise campus concierge staff, including coaching, training and career development.
- Manage and settle events on day-of-show, as needed.
- Greet all guests and act promptly to accommodate requests and needs.
- Courteously and consistently provide accurate information at all times.
- Manage Concierge Service, in PACA venue as assigned, by making decisions and taking actions regarding guest and parking and accessibility issues, customer service, BCPA emergencies, and safety.
- Deliver premium customer service at all times.
- Knowledgeable of all activities within the facility on any given day/night.
- Remain in position during shift or until dismissed.
- Assist in the scheduling of appropriate Concierge staffing for BCPA events.
- Resolve customer complaints to the best possible satisfaction of customers.
- Provide tours, administer guest surveys, and provide back-up to the Guest Services staff as needed.
- Knowledgeable of all accessibility options and able to assist guests appropriately.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Able to work a flexible schedule, including nights, weekends, and holidays.
- Able to spend shifts walking campus and positioned outdoors (weather conditions permitting).
- 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 [campusconsearch@browardcenter.org](mailto:campusconsearch@browardcenter.org)