



The **Guest Services Manager** assists the Director of Guest Services in providing quality customer service, and creating a positive experience for all guests attending events at the Broward Center for the Performing Arts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist in training and supervising Head Ushers and Volunteers.
- Manage Guest Services, in PACA venue as assigned, by making decisions and taking actions regarding guest and performance issues, customer service, BCPA emergencies, and safety.
- Deliver premium customer service while at all times presenting a positive image of PACA.
- Represents Front of House in interdepartmental meetings in order to support and facilitate communication and action between departments.
- Assist in scheduling appropriate staffing for BCPA events.
- Distribute information, manage and coordinate Head Ushers, Volunteers, Parking Garage, Police and Valet.
- Implement Cue Time with Volunteers as needed.
- Open lobby doors and house doors at the correct designated time.
- Accommodate guests with special needs.
- Monitor guest activity, arriving, seating, and exiting, to ensure implementation of proper procedures and a customer service.
- Complete Head Usher checkout for each event as assigned.
- Secure building and transfer to Security upon completion of responsibilities.
- Prepare and distribute appropriately all identified Front of House reports.
- Identify, and take corrective action for, areas in need of repair or enhancement in order to prepare and maintain Front of House guest areas.
- Continually analyze and evaluate operational procedures and policies.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Able to work a flexible schedule, including nights, weekends, and holidays.
- Able to lift and distribute heavy program boxes.
- Able to learn, assist, and train in evacuation procedures and emergency conditions.
- Able to communicate effectively, both verbally and written, in English.
- Able to remain calm in stressful situations.
- Skilled in implementing quality customer service.
- Skilled in Windows based programs, including Word, Outlook, Excel, and PowerPoint.
- Able to exhibit appropriate, professional, and corporate demeanor, considerable tact, and courtesy when interacting with members of the public in a variety of situations.
- Knowledge of executing scheduled events.
- Able to work effectively and positively with others.

REQUIRED EDUCATION AND EXPERIENCE

- BA/BS or Higher: Business/Hospitality/Theater Management/or any equivalent combination of training and experience.

If you are interested in this opportunity, please submit your resume to

guestservicessearch@browardcenter.org