



SPECTRA
BY COMCAST SPECTACOR



POSITION DESCRIPTION

Position Title: Part-time, Event Security

Department: Operations

Reports to: Assistant Manager, Guest Services & Security

FLSA Designation: Hourly, Non-Exempt

POSITION PURPOSE:

The position is responsible for ensuring the safety of visitors to the XL Center and the security of restricted areas and the facility in general.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Arrives for shift on time, neatly groomed and in a clean, pressed, well-maintained uniform
- Verifies credentials to ensure control of access into restricted areas
- Responds immediately and professionally to guest disturbances/incidents
- Secures the perimeter of ticketed area
- Screens guests as they enter the facility according to the established standards
- Accurately and thoroughly completes incident reports
- Effectively diffuse potentially volatile situations
- Works cooperatively with Guest Services staff and Police
- Interacts with guests in a polite and professional manner
- Answers guests' questions in a knowledgeable and helpful manner
- Consistently and continually enforces facility policies and procedures relative to prohibited items, disruptive behavior, etc.
- Performs other duties as required to the satisfaction of supervisors and management

SPECIFIC JOB KNOWLEDGE, SKILL AND ABILITY:

Event security staff must possess the following knowledge, skills and abilities and be able to explain and demonstrate performance of essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

- Valid CT guard card required
- Prior customer service experience preferred
- Prior experience in guest services/security ideally in an arena setting required
- Excellent verbal communication skills required with thorough understanding of written/spoken English
- Knowledge and skill in radio communication
- Ability to listen effectively, take and execute directions as given
- Ability to stand for long periods of time
- Ability to work a flexible schedule including days, nights, weekends and holidays
- Ability to remain calm and focused during times of stress
- Ability to exercise sound judgment to diffuse volatile situations
- Ability to work independently and in a team environment

I have read the above, and understand that it is intended to describe the general content and requirements of this job. I understand that the Company may add to or change my duties and responsibilities at any time in order to meet business needs.

Employee Signature _____ Date _____