



**Job Title:** Guest Services Representative  
**Department:** Event Services  
**Reports To:** Event Supervisors, Guest Services Supervisor, Manager of Marketing & Event Services  
**Status:** Part-time, seasonal, hourly paid

### **Essential Duties and Responsibilities**

- Ensure safety, security and enjoyment of guests at Hershey Centre events and community activities.
- Must be thoroughly familiar with emergency procedures and respond immediately and effectively to emergency situations.
- Must be thoroughly familiar with alcohol management procedures, and respond immediately and effectively when required.
- Greet and welcome guests, receive, analyze and resolve guest services questions or issues.
- Ability to work varied schedule including evenings, nights and weekends.
- Responsible for completing specific job duties for one or more of the following positions:
  - *Ticket Taker*
  - *Parking Attendant*
  - *Usher*
  - *Customer Service Representative*
  - *Access Control / Door Guard*
  - *Lineup and Crowd Control*
  - *Key Room Operator*
- Other duties as assigned.

### **Qualifications & Skills**

- Outgoing, friendly, able to approach guests
- Excellent communication and problem solving skills
- Ability to remain calm in difficult situations
- The ability to work as part of a team in a fast moving, exciting environment.
- Must be able to work as a team player and also work with little supervision

### **How to Apply**

Please forward resume and cover letter to [michael.menchella@mississauga.ca](mailto:michael.menchella@mississauga.ca) with *subject "HIRING – PART TIME EVENT SERVICES"*.

We thank all applicants for their interest but only those selected for further consideration will be contacted.  
SMG Canada ULC is an equal opportunity employer.

SMG turns 40 in 2017! Celebrating its 40th anniversary and founded in 1977, SMG provides management services to 233 public assembly facilities including convention and exhibition centers, arenas, stadiums, theaters, performing arts centers, amphitheatres, equestrian facilities, science centers and a variety of other venues. With facilities across the globe, SMG manages more than 15 million square feet of exhibition space and more than 1.5 million sports and entertainment seats. As the recognized global industry leader, SMG provides venue management, sales, marketing, event booking and programming, construction and design consulting, and pre-opening services for such landmark facilities as McCormick Place & Soldier Field in Chicago, Moscone Convention Center in San Francisco, Houston's NRG Park and the Mercedes-Benz Superdome in New Orleans. SMG also offers food and beverage operations through its concessions and catering companies, currently serving more than 140 accounts worldwide. For more information visit [www.smgworld.com](http://www.smgworld.com).