JOB DESCRIPTION

Facility Name: VENUWORKS OF CEDAR RAPIDS, LLC.

JOB INFORMATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Guest Services Coordinator</th>
<th>Department:</th>
<th>Event Services</th>
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<tbody>
<tr>
<td>Reports To:</td>
<td>Event Manager</td>
<td>FLSA Status:</td>
<td>Exempt □ Non Exempt □</td>
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<tr>
<td>Prepared By:</td>
<td>Michael Silva</td>
<td>Date Prepared:</td>
<td>9/21/16</td>
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<tr>
<td>Approved By:</td>
<td>Sharon Cummins</td>
<td>Approved Date:</td>
<td>9/22/16</td>
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SUMMARY

Work as a member of the Event Services professional team and performs support functions to the department to ensure operational success across the four entertainment venues managed in Cedar Rapids.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following

1. Coordinate the hiring and training of Guest Services part-time event staff including floor managers, ticket takers, parking attendants, ushers and t-shirt security across multiple venues.
2. Schedule Guest Services part-time event staff across multiple venues according to staffing levels requested by event planners using the “When to Work” software package. Schedule staff deployments for each event according to availability and staff performance requirements.
3. Perform payroll time edits and bi-weekly approvals through the required timeclock software.
4. Participate as a professional staff representative at events and interact with clients and public in areas of customer service, problem solving and stressful conflicts as needed.
5. Assist Event Managers as needed in preparation for events including but not limited to taking the lead in planning community events and/or serving as Manager on Duty.

OTHER DUTIES AND RESPONSIBILITIES: include but are not limited to the following:

1. Participate in the advertisement of open positions, attend job fairs and conduct interviews with potential Guest Services part-time staff applicants. Coordinate on-boarding, orientation and job-specific training for newly hired staff as well as coordinating annual training for existing staff.
2. Communicate upcoming events to part-time event staff and schedule them according to availability across multiple venues. Fill out deployment sheets created by Event Managers with scheduled staff according to best fit for the position requirements.
3. Receive attendance reports from venues where part-time staff are scheduled and document irregularities for performance and payroll.
4. Assist part-time Floor Managers and event staff in responding to guest questions and/or complaints as needed and handle each situation in a professional manner. Organize documents and briefing sheets and conduct pre-event briefings as needed for part-time event staff regarding event details. Treats the part-time staff with respect and demonstrate value for their time and work.
5. Assists with creation, development and execution of Guest Services incentive/recognition programs for part-time staff including monthly recognition plans and annual events.
6. Assist to ensure that all events are coordinated and executed in a professional and safe manner.
7. Develop materials and information for distribution at the Guest Services center at each venue including maps, brochures, FAQ’s, recruiting, conduct codes, lost and found procedures, upcoming events, and customer feedback forms.
8. Maintain regular, scheduled office hours.
9. Integrity and Trust: Widely trusted and seen as a truthful individual who keeps confidences, admits mistakes, doesn’t misrepresent him/herself and is highly respectful of others.
10. Communication: Consistently exhibits courteous, respectful, non-defensive and appropriate communications and presents information in a concise and understandable format.
11. Teamwork: Work cooperatively with others in the accomplishment of joint tasks and common objectives. Contribute to a positive work environment, foster collaboration and provide a tangible contribution.
12. Perform other tasks as assigned

SUPERVISORY RESPONSIBILITIES
Directly supervise seasonal part-time staff including floor managers, ushers, t-shirt security, parking attendants, ticket takers as well as operations and custodial staff working on-shift as needed. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. This position requires excellent time management skills and the ability to direct subordinates in a way that maximizes efficient operations under sometimes challenging conditions.
2. Qualified applicants must be available to work nights, weekends and holidays in both indoor and outdoor environments as mandated by event requirements.
3. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.

EDUCATION and/or EXPERIENCE
1. The candidate must have a High School diploma, GED or equivalent and two years of experience in customer service. Other combinations of training and/or experience that can be demonstrated to result in the possession of knowledge, skills and abilities necessary to perform the duties of this position will also be considered.
2. Must possess the ability to communicate effectively both orally and in writing.
3. Thorough knowledge of customer service and how to effectively manage part-time seasonal staff.
4. Ability to hire, supervise, train necessary staff.
5. Must be able to utilize standard computer systems for administrative (word processing, spreadsheets, etc.) purposes.
6. Ability to work with minimal supervision and establish priorities.

CERTIFICATES, LICENSES, REGISTRATIONS
1. Applicant must possess current, valid driver’s license and a current working telephone with a number that can be accessed by building management personnel for business contact purposes.

LANGUAGE SKILLS
1. Ability to speak and understand English.
2. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
3. Ability to write routine reports.
4. Ability to deal effectively and courteously with lessees, user groups, their representatives and the general public.

REASONING ABILITY
1. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles, and procedures; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into
its component parts so that its organizational structure can be understood; ability to recognize casual relationships, discriminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position.
1. While performing the duties of this job, the employee is regularly required to stand; reach with hands and arms; climb or balance; walk, sit, stoop, kneel, crouch, or crawl; use hands to finger, handle, or feel; and talk or hear.
2. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
3. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
4. Must be flexible with hours including nights, weekends and holidays.
5. Ability to work varied schedules under diverse conditions and according to sometimes-stringent time schedules.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
1. While performing the duties of this job, the employee is frequently exposed to moving mechanical parts.
2. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, risk of electrical shock, and vibration.
3. The noise level in the work environment is usually moderate.

CONCLUSION
The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

<table>
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<tr>
<th>Employee Signature:</th>
<th>Date:</th>
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