



Job Title: Guest Services Coordinator
Location: Lucas Oil Stadium
Reports To: Project Manager

POSITION SUMMARY:

The Guest Services Coordinator organizes and supervises the successful implementation and operation of both the Tour and Guest Services programs. Accountability is to the Event Manager.

Duties:

- Schedule and manage onsite all hourly tour guides and guest services personnel to include recruiting, interviewing, hiring, and training of personnel.
- Manage Guest Services staff for all major Lucas Oil Stadium events and assist with game day management, including handling guest issues as needed.
- Maintain an efficient recruitment, interview and hiring system with Human Resources.
- Update all tour and Guest Services materials to include trivia, scripts, information binders, tour brochures, request forms, guest services kiosks, etc.
- Train tour guides and guest services personnel.
- Schedule and manage public and private tours.
- Schedule all event and tour personnel.
- Maintain an organized and detailed event scheduling system.
- Submit Event Work Orders for event billing
- Liaise with Payroll department to ensure personnel are paid accurately.
- Interface with ticket office and accounting department regarding tour/guest services budget, payroll and billing.
- Work with IT department to properly maintain public information on website and phone recordings regarding tour information.
- Interface with all Lucas Oil Stadium internal departments to ensure tour and guest services programs run appropriately and efficiently. Ensure tour route is clean, safe, clear of equipment, and well lit.
- Manage Guest Services uniform distribution/collection plan and inventory.
- Conduct tours, as needed.
- Other duties as assigned by the Event Manager and the Stadium Director.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Ability to respond and provide information to public inquiries in a courteous manner. Ability to work evenings, nights and weekends.

EDUCATION/EXPERIENCE:

Associate degree (A.A.) from an accredited college or university, or one (1) to two (2) years related experience and/or training; or equivalent combination of education and experience.

MISCELLANEOUS:

Working knowledge of American Sign Language and Bi-Lingual a plus.

Individuals interested in applying for this position should submit a resume and cover letter to the Human Resources office no later than Friday, January 25, 2019.

Address:

Human Resources

Indiana Convention Center & Lucas Oil Stadium

100 South Capitol Avenue

Indianapolis, IN 46225