

Job Description: Event Usher

Position: Event Usher

Location: Scheels Arena, Fargo, ND

Pay Rate: \$14 per hour

Overview:

Join our dynamic team at Scheels Arena, home to the Fargo Force USHL team, where you will play a crucial role in creating memorable experiences for our guests. As an Event Usher, you will ensure the safety, comfort, and enjoyment of attendees at a variety of events, including USHL hockey games, concerts, vendor shows, and more.

Responsibilities:

- **Guest Assistance:** Welcome guests, verify tickets, provide directions, and assist with seating arrangements.
- **Crowd Management:** Monitor and control crowd flow, ensure clear walkways, and assist in emergency evacuations if necessary.
- **Safety Enforcement:** Uphold venue policies and procedures to ensure a safe environment for all attendees.
- **Information Resource:** Provide event information, schedules, and answer any questions guests may have.
- **Problem Resolution:** Address and resolve guest complaints or issues promptly and professionally.
- **Support Services:** Assist with the set-up and breakdown of events as needed, including arranging seating and directing vendors.
- **Team Collaboration:** Work closely with other ushers, security, and event staff to provide a seamless guest experience.

Qualifications:

- **Customer Service Skills:** Strong interpersonal and communication skills with a focus on delivering excellent customer service.
- **Attention to Detail:** Ability to follow instructions and pay attention to detail to ensure a smooth event experience.
- **Physical Stamina:** Ability to stand for extended periods and navigate stairs and various sections of the venue.
- **Reliability:** Punctuality and dependability are essential. Availability to work flexible hours, including evenings, weekends, and holidays.

- **Professional Appearance:** Maintain a neat and professional appearance at all times.

Benefits:

- Competitive hourly wage of \$14.
- Flexible, first come, first serve shifts that accommodate varying schedules.
- Opportunity to work at exciting events and be part of a vibrant team.
- Gain valuable experience in event management and customer service.

How to Apply:

If you are enthusiastic, customer-focused, and ready to contribute to creating exceptional event experiences, we would love to hear from you! Apply today to join the Scheels Arena team and become an integral part of our events.

Contact Information:

- **Email:** Jbennett@scheelsarena.com
- **Phone:** 701.356.8645
- **Address:** Scheels Arena, 5225 31st Ave S, Fargo, ND 58104

**Scheels Arena is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.