



**Job Title:** Guest Services / Tour Guide Personnel-PART TIME  
**Company:** Capital Improvement Board of Managers  
**Location:** Lucas Oil Stadium  
**Reports To:** Guest Services Coordinator

**\*\*BE A PART AS INDIANAPOLIS HOSTS THE 2021 MEN'S  
NCAA TOURNAMENT AT LUCAS OIL STADIUM\*\***

**POSITION SUMMARY:** Guest Services Personnel (GSP) interact with all Lucas Oil Stadium guests and assist with problem solving and complaint resolutions. A successful GSP will have exceptional communication and interpersonal skills to be able to assist in responding to the needs of LOS guests. Guest Services Personnel must have flexibility in their schedule to be able to be on site for all major Lucas Oil Stadium events as needed.

\*Guest Services Personnel will be expected to work as a Tour Guide on occasion, as needed. Consequently a Tour Guide is required to be a Guest Services Personnel.

#### **DUTIES:**

- Give directions to:
  - Seating sections, restrooms, elevators, concessions, team store, etc.
- Provide event specific information:
  - Schedule of events, location of promotions, etc.
- Report building issues:
  - Broken ATMs, spills, requesting First Aid, etc.
- Provide public information:
  - Future event dates/ticket information, tour information, Fun Facts, etc.
- Being a City Concierge:
  - Assisting with directions outside of Lucas Oil Stadium, provide area maps, recommend restaurants, etc.
- Wheelchair Services, Assisted Listening Devices
- Lost & Found
- Complaints/Comment Cards

#### **REQUIRED EXPECTATIONS:**

- Ability to constantly use oral communication and effectively speak in front of groups of people.
- Ability to stand for long periods of time and walk throughout the stadium. Frequent climbing of stairs.
- Working conditions require working both inside and outside the Facility.
- Ability to transport guest in wheelchairs during events.

**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 weekdays, evenings and weekends.

**EDUCATION/EXPERIENCE:**

High school diploma or general education degree (GED); or six to twelve months related experience 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/or application to the Human Resources office no later than Friday – March 5, 2021.

Address:

Human Resources  
Indiana Convention Center & Lucas Oil Stadium  
100 South Capitol Avenue  
Indianapolis, IN 46225