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| Venue: Centene Community Ice Center | Location: Maryland Heights, MO |
| Department: Operations | Full or Part-Time: Part-Time |
| Reports to: Supervisor on Duty | Starting Compensation: \$15.00 |

Customer Services Representative

Responsibilities

- Provides information about the Centene Community Ice Center/St Louis Music Park programming, events, and concerts to walk up customers and callers.
- Responds to inquiries regarding services, facilities, programs, and events.
- Deals directly with the public in person and over the phone giving out general information, answering questions, explaining procedures, and gathering facts and pertinent information regarding problems and complaints.
- Provides customer service in processing ice and meeting room reservations and program registrations.
- Operates computerized public information and reservation systems in an efficient and accurate manner.
- Responds to customer inquiries via telephone, in person, and/or in writing as required.
- Performs a variety of office clerical support activities.
- Orders office supplies.
- Assists with databases, filing, copying, collating, and mailings.
- Keeps supervisor and other appropriate staff informed of problems or other matters.
- Interpret and enforce ice arena rules for customers.
- Collect fees and record them in software.
- Follow cash handling policies and procedures.
- Deposits and receipts money associated with all transactions.
- Look up ice time availability, take ice requests, and assign teams and locker rooms.
- Carry a radio to communicate the needs of events with other personnel.
- Assist all other departments whenever possible. We want team players!
- Perform any other duties as assigned.

Qualifications

- Must have a valid Driver's license.
- Ability to work a flexible schedule based on events, including nights, weekends, and holidays as needed.
- Ability to work effectively with the public and co-workers.
- You must be able to maintain a POSITIVE attitude while handling difficult situations.
- Good communication skills.
- Ability to lift or carry up to 25 pounds.
- Experience in a hospitality or entertainment environment is *preferred*
- First AID experience is *preferred* but not required.
- Fluency in a second language is *preferred* but not required.

How to Apply:

Fill out an application online at www.centenecommunityicecenter.com/job-application or fill one out in person at 750 Casino Center Dr, Maryland Heights, MO 63043.

Oak View Group

Oak View Group is a sports and entertainment company engaged in a wide variety of activities, including arena development, facility management, arena and stadium alliance, sponsorships and partnerships, security services, publications, conferences, and consulting. The company, privately held, is headquartered in Los Angeles, California with offices throughout the world.

Strengthened by our Differences. United to Make a Difference.

At OVG, we understand that to continue positively disrupting the sports and live entertainment industry, we need a diverse team to help us do it. We also believe that inclusivity drives innovation, strengthens our people, improves our service, and raises our excellence. Our success is rooted in creating environments that reflect and celebrate the diverse communities in which we operate and serve, and this is the reason we are committed to amplifying voices from all different backgrounds.

EEO

Oak View Group is committed to equal employment opportunities. We will not discriminate against employees or applicants for employment on any legally recognized basis ("protected class") including, but not limited to veteran status, uniform service member status, race, color, religion, sex, national origin, age, physical or mental disability, genetic information or any other protected class under federal, state, or local law.

www.centenecommunityicecenter.com