



Access Control Attendant

Job Type: Part-time
Salary: Starting \$13.25/hr
Work Location: Kentucky Exposition Center, 937 Philips Lane, Louisville. KY 40209

Organizational Summary:

The Kentucky Exposition Center (KEC) and the Kentucky International Convention Center (KICC), collectively known as Kentucky Venues (KV), are committed to producing shows of public importance and supporting local, regional and international clients to execute successful and impactful events. KEC offers 1.2 million square feet of contiguous indoor exhibit space, 54 adaptable meeting rooms, two arenas and 300 acres of outdoor exhibit space, and KICC yields a multitude of eco-conscious designs, modern pre-function spaces featuring glass facades overlooking the cityscape and 200,000 square feet of Class A exhibit space. Kentucky Venues is governed by the Kentucky State Fair Board.

Employee Benefits:

Kentucky Venues offers extremely competitive benefits for eligible employees including: health, dental, vision and life insurance, paid personal and sick leave, pension and supplemental retirement, free parking, EAP and employee discounts.

Position Summary:

The Access Control Attendant is responsible for greeting patrons, calculating parking and entrance fees and collecting payment at one of four access gates of KEC's property.

Essential Functions (must be able to execute with/without reasonable accommodation):

- Greets patrons upon entrance to property, providing positive and pleasant guest experience
- Calculates total parking and/or entrance fees using point of sale equipment
- Scans access badges, tickets in-hand and tickets via phone apps
- Collects cash and electronic payments including returning change due for cash transactions
- Provides general event and facility information including event locations and hours and directives to access areas of property
- Reports suspicious or atypical incidents and behavior
- Adheres to and exemplifies Venue Values and service expectations
- Maintains professional and approachable demeanor and addresses inquiries and concerns graciously and with sense of urgency
- Performs relative duties and manages other responsibilities as assigned

Physical and Mental Demands (must be able to execute with/without reasonable accommodation):

- Consistently remains stationary within a gate booth, operating a point of sale system, alternating sitting/standing
- Consistently applies manual dexterity to handle currency, tickets and credit cards
- Consistently communicates and interacts in-person
- Regularly bends, stretches and otherwise moves to perform duties
- Consistently uses near/far/peripheral vision and hearing to safely operate amidst vehicle traffic
- Consistently functions effectively in moderate/high-pressure environment, according to a stringent schedule

Work Environment and Hours of Work:

- Covered booth outdoor setting with moderate-to-high noise levels where vehicle traffic is active
- Varied part-time work hours including weekdays, evenings, late nights, early mornings, weekends and holidays, contingent upon event scheduling; shifts range from four to eight hours
- Regular exposure to hot/cold/humid climates and elements including livestock, hay, dirt/dust, and exhaust fumes
- Regular exposure to moving vehicles, mechanical equipment, and cleaning chemicals

Direct Reports:

NA

Educational, Experience and Other Requirements:

- Must be able to accurately calculate fees and return change to perform cash transactions
- Must be at least 18 years of age and authorized to work in the United States
- Must have access to reliable transportation for transport to work location on time for scheduled hours
- May be required to submit to a background check

Desired Knowledge, Skills and Abilities:

Knowledge of:

- Customer and guest engagement best practices and executing service delivery.

Ability to:

- Conduct self in a professional and composed manner
- Actively listen – give full attention, understand what is being said and ask clarifying questions
- Understand spoken and written English and convey clear and concise messages, verbally and in writing
- Apply general directives to specific scenarios to produce sound results
- Work collectively as a team member and complete tasks individually
- Function effectively in moderate/high-pressure situations

To Apply:

Complete an application at kyvenues.com/apply.

Kentucky Venues is an equal opportunity employer. Kentucky Venues does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation, gender identity or expression, ancestry, age, pregnancy or related medical condition, marital or familial status, disability, veteran status, political affiliation, or genetic information in accordance with state and federal laws.