

Job Title: Crowd Control Specialist
Department: Security
Reports to: Crowd Control Supervisor
FLSA Status: Part Time Non-Exempt

Position Summary

Responsible for crowd management by anticipating and reacting to diverse situations, assisting attendees, minimizing distractions, and providing directions. Crowd Control Specialists (CCS) are highly visible staff members of NLC Church.

POSITION RESPONSIBILITIES:

- Provide an enjoyable experience by providing exceptional customer service.
- Work cohesively with all employees in order to maintain a superior level of service.
- Patrol assigned zone by foot to maintain visibility, observe possible unusual activity and enforce venue policy and regulations.
- Welcome attendees as they arrive, especially people who appear to be unfamiliar with the layout.
- Proactively approach attendees that may need assistance or directional information.
- Monitor the attendees to see if anyone has a special need that requires assistance.
- Serve as escort to dignitaries when directed.
- Provide directional information to attendees in the event of an emergency evacuation or medical emergency according to emergency protocols.
- Report maintenance and safety conditions which might endanger attendees or public safety, including fires, evacuations, hazardous situations, or other facility related events.
- Maintain control and rational demeanor in emotionally charged situations involving attendees and/or employees.
- Creatively resolve issues/complaints in a prompt and friendly manner and involve supervisor as needed.
- Inform security and supervisory staff of facility policy and procedure violation.
- Perform other duties as assigned by management.

ESSENTIAL SKILLS:

- High School diploma (or GED) required or equivalent work experience.
- 1 year of experience in a service-related position.
- Ability to work in a variety of environments including but not limited to heights, elevators, in darkened corridors, around crowds, loud noise, flashing lights, and haze effects.

- Ability to navigate a variety of floor surfaces and areas including stairs, escalators, carpet, and concrete.
- Must meet and adhere to strict dress code and grooming standards appropriate for a church environment.
- Work flexible hours including evenings, weekends and holidays.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical Demands:* While performing the duties of this job, the employee is occasionally required to stand for long periods of time; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch, or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Work Environment:* The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job and they may include all aspects of an outside work environment, including but not limited to rain, sleet, snow and heat. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The work is performed primarily in both indoor and outdoor settings. The noise level in the work environment is primarily moderate.

The above is intended to describe the general content of and requirements for the performance of this job. It is not intended to be an exhaustive statement of duties, responsibilities or requirements.

Human Resources

Date

Employee

Date