



## **Eastern Market Corporation**

### **Job Description**

#### **Customer Support Staff (CSS)**

#### **Job Status:**

Part-time; Seasonal (10-20 hours per week)

#### **Job Summary:**

Customer Support Staff will assist staff with market days, special events, tailgating season, and other miscellaneous activity. Work is primarily on Saturday, Sunday, and Tuesday. However, some weekday work may be available from time to time. Frequency of work and hours per week will vary. Tailgating is every Lions home game. Special events occur primarily during spring, summer, and fall.

#### **Customer Support Staff Job Responsibilities:**

Maintains safe and secure environment for customers and employees by patrolling and monitoring premises.

#### **Customer Support Staff Job Duties:**

- Secures premises and personnel by patrolling property; inspecting and securing office buildings and sheds, equipment, and access points; permitting entry when necessary.
- Obtains help by sounding alarms.
- Prevents losses and damage by reporting irregularities; informing violators of policy and procedures.
- Controls traffic by directing drivers; communicate with other team members in order to assist customers with finding parking.
- Completes reports by recording observations, information, and occurrences; interviewing witnesses; obtaining signatures when necessary.
- Maintains organization's stability and reputation by complying with legal requirements.
- Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; evaluating new equipment and techniques.
- Contributes to team effort by accomplishing related results as needed.

#### **Customer Support Staff Skills and Qualifications:**

Lifting, Deals with Uncertainty, Judgment, Objectivity, Dependability, Emotional Control, Integrity, Safety Management, Professionalism, Reporting Skills

#### **Ideal Personal Qualities:**

- Dependable
- Customer Service Focused
- Reliable transportation preferred