



Sector X Job Descriptions

Front Desk Attendant & Social Media Contributor

Description:

This is a dual-focused position. As a *Front Desk Attendant & Social Media Contributor*, you will greet all of our guests as they arrive at Sector X and in slow/down-time create and manage content on various social media platforms in collaboration with our Social Media Management Team.

You'll be responsible for communicating with guests over the phone, through email, etc., making bookings and keeping our booking schedule up to date, directing calls/messages to the proper party, keeping the shop looking it's best, and enhancing the guest experience by providing exceptional customer service.

General Responsibilities:

- Monitor phone and email communication with customers and other contacts.
- Direct messages and phone calls to the appropriate party.
- Make bookings and keep the daily schedule organized.
- Provide schedule management for events.
- Perform general setup and cleaning duties.
- Processing customer purchases.
- Cleaning and upkeep of various equipment.
- Actively participate in team meetings and training sessions.
- Anticipating guests' customer service needs and providing assistance.
- Adhering to all company policies and procedures.
- Some responsibilities may not yet be listed

Social Media Responsibilities:

- Create and post content for designated social channels (Facebook, Twitter, Instagram, YouTube, etc.)
- Collaborate with the marketing team and the management/leadership team to create a cohesive brand presence on social media.
- Keep abreast of social media marketing trends, research new channels and identify opportunities to connect the public with our brand and offerings and share key insights with the team.

Some Things About You:

- Experience producing content for social media, as well as channel-specific knowledge (Facebook, Twitter, Instagram, TikTok, YouTube, etc.)
- Must be able to produce on-brand, quality content in live event situations including posting to Instagram Stories, Facebook Live, etc.

- Strong organizational, problem solving and communication skills.
- Comfortable talking on the phone to various customers.
- Punctuality – on time for every shift.
- Must have reliable transportation to and from the building.
- Good communication skills with management, fellow team members, and guests.
- Able to provide exceptional customer service to all guests.
- Strong work ethic, willingness to learn, and able work in a team setting.
- Flexible availability – including nights and weekends.

How We Work:

- We are open 5 days a week, Wednesdays-Sundays from early afternoon into evening.
- As we are an entertainment business, our most important days are Friday and Saturdays and therefore we have extended hours.
- You will have training in all parts of the Sector X experience.

