



Cobo Center
Position Description – Hourly

Job Code

Date Prepared

11-19-2018

Position Title: Auto Show Commando

Job Summary:

The Auto Commando will create a welcoming atmosphere for our customers and clients. The Commando will greet the public in a manner consistent with the Cobo Way, serving as a representative displaying; honesty, integrity, accountability, teamwork, and demonstrating excellent communication skills.

- Responsibilities:
- Greet Customers/Clients, be responsive and timely with correspondence and problem resolution, and display a caring attitude, develop a rapport with the customer base
- Review the itinerary for the day and ensure that porters are delivered timely to each booth
- Ensure that set porters collect all necessary equipment needed before going to the booth
- Meet with your Customer and deliver the staff on time and fully equipped with their cleaning equipment.
- Complete all required paperwork and reports accurately and efficiently to account for any and all allocated manpower.
- Have the Customer sign and confirm all labor has arrived on time and that service was rendered for all hours requested.
- Signatures must be captured by the end of the shift to confirm all labor was delivered on time and if the Customer needs additional labor and or service. The additional Work Request form must be filled out.
- Promote good customer relations by consistently providing premier customer satisfaction with a friendly demeanor, can-do attitude, and willingness to help at all times.
- Schedule the breaks and lunch for your booths to ensure that labor is all ways on the set and communicate scheduled breaks and lunches time with your Customer
- Ensure that booth is clean – sweeping, wiping down surfaces and equipment, emptying trash, picking up trash, etc.
- Be in correct Auto Commando uniform, on time, and ready to work when scheduled.
- Work with and without supervision and follow directions of supervisors when requests are made.
- Throughout the shift, check in with the Customer to ensure satisfactory service is being performed.
- Make sure the location is safe and take care of any potential hazardous conditions
- Other related duties as assigned.

Qualifications:

- Education – High school diploma or general education degree (GED).
- Experience – Minimum of 1-2 years of custodial or housekeeping experience required or equivalent combination of education and experience. Supervisory experience preferred. Experience in the hospitality industry is a plus;
- Skills – Good computer skills; Well-organized and responsible with an aptitude in problem-solving; Strong customer service skills
- Prior Supervisory experience is a plus. Must be mature and professional.
- Ability to prioritize and to handle multiple projects simultaneously; ability to effectively supervise staff; Professional presentation, appearance and work ethic
- The ability to stage and direct employees.
- Ability to remain professional and courteous with customers at all times
- Knowledge – of the methods, tools, materials and equipment used; applicable safety codes and regulations;
- Communication Skills – Good written, verbal and interpersonal skills required; ability to interact with all levels of staff including management; listening skills; pays close attention to details
- Excellent verbal and written communication skills
- Customer Focus – dedicated to meeting the expectations and requirements of internal and external customers; establishes and maintains effective relationships while gaining their trust and respect; A team player with a high level of dedication
- Organizational Skills – excellent organization skills uses resources and time effectively and efficiently
- Problem Solving – solves problems with effective solutions;
- Physical Demands- The physical demands 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. While performing the duties of this job, the employee is required to walk extensively; occasionally required to kneel, climb to high walkways or balance. The employee must occasionally lift and/or move up to 50 pounds. This position requires work inside and outside of the building and some exposure to adverse conditions.
- Teamwork – creates strong morale and spirit within the team; deals effectively and tactfully with departmental personnel and the public;

Computer Skills

To perform this job successfully, an individual should be proficient In Word and Excel.

Physical Demands

The physical demands 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.

While performing the duties of this job, the employee is regularly required to move around the facility; to stand for long hours during events; talk and hear. This position may require work inside or outside of the building, as needed by events.

TO APPLY:**Please go to web address listed below**

<https://recruiting.adp.com/srccar/public/RTI.home?c=1152751&d=ExternalCareerSite&r=5000435877506#/>

No Phone Calls

This position offers a competitive salary and benefit package.

Cobo-Center SMG is an Equal Opportunity/Affirmative Action employer, and encourages Women, Minorities, Individuals with Disabilities, and protected Veterans to apply. VEVRAA Federal