



Binbox Event Staff Job Description

Binbox Inc. is an innovative technology company that is revolutionizing short-term storage solutions for people on the go. Using a Smartphone and our Binbox app (iOS and Android), customers can locate, store and securely rent locker space where we need it most: where we work, and where we play. Most importantly, behind this innovative technology is a company that is solely focused on the customer's convenience and creating a smooth, hassle-free experience. Binbox Inc. is growing fast and is emerging in multiple markets, including office spaces, sports venues, and arenas.

Event Staff Position Description:

The primary responsibility of a Binbox Event Staff person is to provide positive, proactive support to Binbox customers who are downloading the Binbox app and completing rental transactions at event venues. This person must provide superior customer service, needs to be quick-thinking and have the ability to solve on-the-job issues. Event Staff must possess the ability to patiently engage with customers who possess various levels of familiarity with Smartphone technology and completing credit card transactions. The Event Staff person acts as the initial customer point-of-contact for Binbox, but also interacts directly with other Binbox Event staff, as well as the Venue's staff and security officials. Event Staff will also assist in placement, set-up and breakdown of the Binbox Rental Area for each event, as well as the preparation of Binbox units (testing doors, checking batteries) for rental.

Required Qualifications:

- *Superior, proactive and positive customer-facing skills
- *Technical familiarity with downloading iOS and Android app technology, as well as payment options for Smartphones in order to problem-solve and assist customers with rental transactions
- *At least 18 years old: Some events may last longer than anticipated; Event Staff must have flexibility to remain onsite until event responsibilities are concluded.
- *Event Staff must be available to work afternoons, evenings and/or weekends.

Physical Demands:

Ability to lift 40 pounds and walk and stand for extended periods of time.

Preferred Experience:

Demonstrated experience with customer-facing in fast paced environments

Dress and appearance:

Binbox wants to project a positive, professional experience. We expect our Event Staff to be well-groomed, and wearing clean, wrinkle-free clothes. Binbox Event Staff apparel will be provided prior to an event.

Transferable Skills: Customer Service, Problem Solving, Communication, Time Management, Conflict Resolution, Working Independently and with a Team, Working in a Fast-Paced Environment