



State Farm Center Event Staff FAQ

Q: What is State Farm Center?

A: *State Farm Center is a multipurpose arena that hosts a wide variety of events including (but not limited to) concerts, Broadway style shows and sporting events.*

Q: What are you looking for in Event Staff members?

A: *Enthusiastic, customer service focused people who want to positively contribute to the guest experience at State Farm Center.*

Q: What are the job duties for Event Staff members?

A: *Job duties include greeting guests, scanning tickets at doors, helping guests find their seats, answering questions and helping address any issues a guest may have. **There is a lot of standing required. You must be able to be on your feet for a work shift that could last for 4-7 hours.** vary due to the varying event schedule and how many events you sign up to work. October-March tend to be the busiest times.*

Q: What is the pay rate?

A: *\$15.00*

Q: Are there opportunities for advancement?

A: *Yes, we have Event Staff Supervisor positions that are promoted from within the Event Staff based on performance and staffing needs.*

Q: I have other jobs/activities that may conflict with some events. Can I still work at State Farm Center?

A: *Yes. Many of our staff have other jobs or are students dealing with busy class schedules/studies. We have very flexible scheduling where you only sign up to work when you can. **You will not have the opportunity to work every event at SFC. Invites are determined by the size of the event and staffing needs.***

Q: Are there any mandatory work requirements?

Yes. IHSA Wrestling (February 18-20), IHSA Basketball (March 11-13), and U of I Commencement (May 13-16) are included in this requirement. There are 18 total shift opportunities to work across those events. We require our staff to work any 2 shifts in those 3 events. Staff may work more than the requirement.

Q: What is the dress code?

A: *Event Staff are required to wear khaki (beige) pants, white button-down, collared shirt. Any type of neat, clean, comfortable shoes are allowed in the colors of black, brown, blue, white. State Farm Center provides a sweater vest to be worn that stays on site.*

Q: Can I work for multiple departments at State Farm Center?

A: *No, an individual may only hold a position in one **State Farm Center** department at a time. You may apply to different departments at SFC but will only be allowed to accept a position in one department. Staff MAY work for other departments on campus while working for State Farm Center.*

Q: What happens if I am hired?

A: *You will be contacted by SFC/HR and will be required to complete employment paperwork. There will be instructions given via email. Some paperwork will be completed online and there could be an in-person HR meeting. **In addition, there will be a mandatory orientation (time and date TBD). You can expect to begin working at events in October.***