



## State Farm Center Security 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 Security staff members?**

A: *Enthusiastic, customer service focused people who want to positively contribute to the guest experience at State Farm Center. Security background is a plus, but not required.*

**Q: What are the job duties for Security Staff members?**

A: *Job duties may include greeting guests, enforcing our Clear Bag Policy, using metal detectors to scan guests, and roaming to ensure all guests are enjoying the event safely. **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.***

**Q: What is the pay rate?**

A: *\$16.50*

**Q: Are there opportunities for advancement?**

A: *Yes, we have Security Staff Supervisor positions that are promoted from within the Security 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 work when you can. Staff are sent invitations emails to work events and you tell us yes you can work or no you cannot. We do ask that if you are available that you try to work what you can. You will receive an invite to work every event at SFC, but it sign-up is on a first come first serve basis.*

**Q: What are the hours?**

A: *Hours vary due to the varying event schedule and how many events you sign up to work. A typical event can run anywhere from 4-7 hours for a shift. November through March tend to be the busiest times due to Illinois Men's and Women's Basketball games. The full event calendar can be found on the State Farm Center website.*

**Q: What is the dress code?**

A: *Security Staff are required to wear black pants, and black shoes. You can wear dress pants, black canvas cargo pants, but NO YOGA pants OR JEANS. Sneakers are fine if they are predominately black. Comfortable shoes are encouraged as you will be on your feet. State Farm Center provides a shirt that you can take home to wash, but the shirt belongs to SFC, and must be returned upon end of your employment.*

**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 and a background check. 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. Additional information will be coming at a later date.***