



WINSTON-SALEM DASH

Job Title – Game Day Usher

Reports To – Director of Stadium Operations/ Usher Supervisor

Expected Start Date – April, 11th

Expected End Date – September, 3rd (possible post season games)

Compensation – \$10 per hour– This Position is part time and will only work during Dash Home games

Requirements – 16 years old

Job Summary

Provide high level of customer service to all guests coming to Truist Stadium by welcoming them while assisting them in finding their seats.

Essential Duties and Functions

- Greet all fans and welcome them to the ballpark by assisting in helping them find their seating location
- Wipe down all seats in assigned section pre game
- Assist them in locating their seat by asking for their ticket to help
- Knowledgeable of all stadium locations and be able to direct guest to locations
- Walking around assigned section checking for any safety hazards prior to the gates opening and report conditions to supervisor immediately
- Assist guests with customer services issues and escalate if needed.
- Knowledgeable of all Truist Stadium Protocols and Policies
- Knows emergency evacuation plan and exit routes. Remains calm and provides direction in the event of an emergency.
- Perform other duties as assigned by management Have no conditions that prevent you from working on your feet in high levels of heat or extreme cold.
- Take notes and record data such as damage, unusual occurrences, and suggestions from clients and customers.
- Certain physical demands are required for certain positions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions if required.
- Employees must occasionally lift and/or move up to 25 lbs. By accepting employment, you agree that you have no condition preventing you from lifting 25 lbs while bending, kneeling or crouching.
- While performing the duties of this job, the employee is regularly asked to talk or hear. The employee is frequently required to stand or walk for long periods with no break. The employee is occasionally required to use hands to handle, feel, reach with hands and arms, climb or balance, & stoop, kneel, crouch, or crawl. Specific vision abilities required by this job involve close vision, distance vision, peripheral vision, depth perception, & ability to adjust focus.

Qualifications

- Have superior customer service skills
- Polite, courteous and smiling at all times
- Maintain a professional appearance while at work representing the Dash
- Be able to work nights and weekends

- Be able to work outdoors in the elements
- Be able to stand for several hours at a time

To Apply – Please follow steps on website.