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<b>Job Title:</b>	Usher		
<b>Department:</b>	Guest Services	<b>Reports to:</b>	Fan Experience Manager
<b>Type:</b>	Seasonal	<b>FLSA Status:</b>	Non-Exempt
<b>Position Type:</b>	Part-time	<b>Pay Type:</b>	Hourly

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#### COMPANY BACKGROUND

The Reno Aces, Triple-A affiliate of the 2023 National League Champions Arizona Diamondbacks, is Northern Nevada's premier professional sports organization. Located at the base of the Sierra Nevada mountains in the heart of downtown Reno, the Aces boast excellence on and off the field. A two-time Pacific Coast League champion (2012 and 2022), the club set a new franchise record in wins in 2023 while being supported by an outstanding fan base, enjoying the highest attendance at Greater Nevada Field since 2015.

#### COMPANY VALUES

HOME means Nevada and the Reno Aces pride themselves on the values of Honesty, Opportunity, Memories, and Energy. We are looking to welcome talented individuals who share the organization's core values and are looking to explore professional growth opportunities in the sports industry.

#### POSITION SUMMARY

The Guest Services Usher is responsible for providing an enjoyable experience to fans by assisting them throughout the game to ensure their visit is safe, clean, fun, and family-friendly.

#### ESSENTIAL DUTIES

- Greet guests in a friendly and courteous manner as they enter the ballpark
- Verify tickets and scan for entry
- Guide guests to ticketed seats, suites, and special access areas within ballpark
- Check assigned area for safety hazards throughout shift
- Provide event information and general ballpark directions
- Assist guests with disabilities needing assistance
- Other duties as assigned

#### COMPENSATION

- \$13.50/hour

#### QUALIFICATIONS

- Ability to work in inclement weather and walk up and down stairs
- Outgoing, energetic and proactive
- Effective verbal communication skills and able to read and comprehend simple instructions, short correspondences and memos
- Ability to communicate effectively with the public, fellow team members, and supervisors in a diplomatic and professional manner
- Able to move/transport stanchions, bike barricades, boxes and pass out materials
- Completion of a satisfactory background check

#### WORK ENVIRONMENT

- Work in fast-paced environment
- Must be able to attend pre-game production meetings (90 minutes prior to first pitch)
- Commitment to working game days, which may include nights, weekends, and some holidays
- Flexibility to work long hours, evenings and weekends

#### PHYSICAL REQUIREMENTS

- Must be able to lift and carry up to 30 pounds
  - Stand and walk for extended periods of time, stoop, kneel and crouch
  - Must have close, distant and peripheral vision, depth perception and ability to adjust focus
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