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<b>Job Title:</b>	Club Host		
<b>Department:</b>	Ticket Office	<b>Reports to:</b>	Sr. Director of Ticket Services and Operations
<b>Type:</b>	Seasonal	<b>FLSA Status:</b>	Non-Exempt
<b>Position Type:</b>	Part-time	<b>Pay Type:</b>	Hourly

**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 Club Host will play a pivotal role in the operation and guest experience of The Club at Greater Nevada Field. This role will be heavily member facing and will focus on management of daily access lists, member communication, and pulling daily attendance reports. This role will work closely with both PSC and the Reno Aces to create a top-tier experience in this new and exclusive space.

**ESSENTIAL DUTIES**

- Manage access exchange and other service requests from Club Members
- Manage Pinch Hitter (temporary Membership transfer) list
- Communicate clearly and in a timely manner to Club Members to handle any questions, concerns, or requests
- Manage daily Club attendance lists and communication guest counts to catering & Aces ticketing teams
- Check-In Members and group guests on game days, including issuing guest passes and properly distributing wristbands
- Distribute Giveaways to Club Members on select days
- Exhibit a positive attitude and effectively defuse and handle difficult customer situations
- Demonstrate excellent customer service skills and respond to customer inquiries and requests promptly and correctly.
- Proactively self-report roadblocks and recurring themes to Sr. Director and Club Manager
- Must be able to work during regular business hours, as well as nights and weekends as scheduled around 2024 Aces schedule
- Other duties as assigned

**COMPENSATION**

- \$15/hour

**QUALIFICATIONS**

- Must be able to work at least 90% of Aces Home Games (65 games)
  - 1-2 years’ experience in Hospitality/Service Industry/Restaurants/Club Hosting required
  - Strong customer service experience (in-person, over the phone, and via email)
  - Self-starter able to multi-task and complete tasks quickly and efficiently
  - Strong attention to detail
  - Intermediate computer skills
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- Must be available nights, weekends, and holidays (Easter, Mother's Day, Father's Day, 4<sup>th</sup> of July, Labor Day)

**WORK ENVIRONMENT**

- Work in fast-paced environment
- Minimal travel required
- Flexibility Floater, which involves working outdoors in diverse weather conditions to ensure smooth ticketing operations.

**PHYSICAL REQUIREMENTS**

- Must be able to lift and carry up to 30 pounds
  - Must be able to talk, listen, and speak clearly on the phone for several hours a day
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