

CUSTOMER SERVICE REPRESENTATIVE



OKC DODGERS JOB DESCRIPTION

Our Customer Service Representatives play a critical role in the overall fan experience at Chickasaw Bricktown Ballpark. They are considered our frontline employees as they are in many cases the first individuals a customer sees upon entering the ballpark. Customer Service Representatives must perform their duties in an efficient manner, while offering a high-quality customer service experience to every customer who enters the ballpark.

EXPECTATIONS:

- Smile and verbally greet every customer politely and courteously
- Proper understanding of all safety procedures (foul ball, missing child, etc.)
- Understanding of the ballpark layout including seat locations, hospitality spaces, concessions, and areas around Bricktown
- Retain knowledge pertaining to different types of tickets and their amenities
- Understanding of the "Rules and Regulations" for Chickasaw Bricktown Ballpark
- Take the initiative to identify and solve problems to ensure customer satisfaction
- Maintain a well-groomed appearance and be in uniform
- Always act in a positive and professional manner; striving to exceed customer expectations

WORKING CONDITIONS:

- Exposure to adverse weather conditions and seasonal temperatures
- Duties will require working nights, weekend and holidays

PERFORMANCE EVALUATIONS:

- Management staff/supervisors will be evaluating your job performance on a continual basis