



Job Title:	Usher		
Department:	Guest Services	Reports to:	Fan Experience Manager
Type:	Seasonal	FLSA Status:	Non-Exempt
Position Type:	Part-time	Pay Type:	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 Guest Services Usher is responsible for creating a welcoming and enjoyable experience for fans, ensuring their visit to the ballpark is safe, clean, fun, and family-friendly.

ESSENTIAL DUTIES

- Provide exceptional customer service and assist guests with their needs throughout the event
- Greet guests in a friendly and courteous manner as they enter the ballpark
- Verify tickets and scan for entry
- Proactively address guest needs by providing event information, directions, and assistance as required
- Ensure a safe environment by monitoring assigned areas for hazards and addressing them promptly
- Represent the ballpark and team with professionalism, contributing to a positive guest experience
- Assist guests with disabilities needing assistance
- Other duties as assigned

COMPENSATION

- \$14/hr.

QUALIFICATIONS

- Outgoing, energetic, and proactive personality with a commitment to delivering outstanding customer service
- Strong verbal communication skills with the ability to read and understand instructions, correspondence, and memos
- Capacity to interact professionally with guests, team members, and supervisors
- Completion of a satisfactory background check

WORK ENVIRONMENT

- Work in fast-paced environment
- Commitment to working game days, which may include nights, weekends, and some holidays

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
 - Ability to work in various weather conditions and walk up and down stairs.
 - Must have close, distant and peripheral vision, depth perception and ability to adjust focus
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