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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>	\$11.75 per hour

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#### **COMPANY BACKGROUND**

The Reno Aces, Triple-A affiliate of the Arizona Diamondbacks is Northern Nevada's premier professional sports organization located at Greater Nevada Field in the heart of downtown Reno. The Reno Aces pride themselves on honesty, opportunity, memories, and energy and are looking to welcome an employee with those values.

#### **POSITION SUMMARY**

The Guest Services Usher is responsible for providing an enjoyable experience to fans by directing them to their seats and areas throughout the stadium.

#### **ESSENTIAL DUTIES**

- Greet guests in a friendly and courteous manner as they enter the ballpark
- Outgoing, energetic, and proactive
- Assist security by checking bags, backpacks and coolers as guests enter ballpark
- Check tickets and show guests to their assigned seats
- Scan electronically or tear ticket as directed by management for ballpark entrance
- Ensure that each guest entering the ballpark presents a valid ticket for admission
- Check assigned area for safety hazards throughout shift
- Knowledge of facility locations and services offered
- Assist guests with disabilities needing assistance
- Perform all other duties as assigned to ensure a safe and enjoyable event for guests
- Other duties as assigned

#### **QUALIFICATIONS**

- Ability to work in inclement weather and walk up and down stairs
- Effective verbal communication skills and able to read and comprehend simple instructions, short correspondences, and memos
- Be able to work effectively with the public, other team members, and supervisors in a diplomatic manner
- Able to move/transport stanchions, bike barricades, boxes and pass out materials
- Required to talk and listen
- Must be able to pass a 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 includes nights, weekends, and some holidays
- Flexibility to work long hours, evenings, and weekends
- Minimal travel required

#### **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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