



Job Title:	Guest Services Security		
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

Guest Services Security is responsible for customer relations and crime prevention through direct interaction with vendors, customers, and fellow employees by enforcement of laws, rules, and regulations.

ESSENTIAL DUTIES

- Acknowledge guests in a friendly and courteous manner in and around the grounds and stadium
- Act as a deterrent for potential incidents in and around the perimeter of the ballpark
- Prevent guests from hurtful damage to themselves or other guests
- Maintain a safe environment for all guests, prevent theft, loitering, scalping tickets, and property damage
- Observe, assist, and document all incidents throughout the event
- Identify and appropriately deal with intoxicated individuals per protocol
- Knowledge of facility locations and services offered
- Scan fans with a metal detecting wand to prevent weapons from entering the ballpark
- Check bags as guests enter ballpark
- Other duties as assigned

QUALIFICATIONS

- Must acquire and maintain a valid Alcohol Awareness Card.
- Must have a valid Nevada State Driver's License
- 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
- Completion of a satisfactory background check

COMPENSATION

- \$14/hour

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

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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