



---

<b>Job Title:</b>	Guest Services Security		
<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>	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 plays a vital role in ensuring a safe, welcoming, and enjoyable experience for all visitors. This position emphasizes exceptional customer service while focusing on crime prevention, enforcement of laws, rules, and regulations, and direct interaction with customers, vendors, and team members.

**ESSENTIAL DUTIES**

- Greet and acknowledge guests with a friendly and courteous demeanor, creating a positive first impression
- Act as a deterrent for potential incidents in and around the perimeter of the ballpark
- Provide assistance to guests to ensure their safety and well-being, addressing concerns or questions promptly and professionally.
- Maintain a secure environment by preventing theft, loitering, ticket scalping, and property damage
- Monitor, offer support, and document incidents throughout events
- Identify and handle intoxicated individuals in accordance with established protocols
- Knowledge of facility locations and services offered to assist guests effectively
- Conduct bag checks and use a metal-detecting wand to prevent prohibited items from entering the ballpark, ensuring guest safety.
- Other duties as assigned

**QUALIFICATIONS**

- 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
- Outgoing, energetic, and proactive personality with a commitment to delivering outstanding customer service
- Completion of a satisfactory background check

**COMPENSATION**

- \$15/hour

**WORK ENVIRONMENT**

- Work in fast-paced environment
- 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
  - 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
-