

# SLIDE & TUBE AREA



## OKC DODGERS - LIFESHARE WINTERFEST 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 where and how to the fans should drop and return tubes
- Understanding of the ballpark layout of Lifeshare Winterfest
- Retain knowledge of the slide operation (where to enter, how to get your tube, how to go down to slide)
- 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