

Game Day Support

The Buffalo Bisons are seeking dynamic individuals with a passion for customer service to assist in the execution of Toronto Blue Jays regular season home games while they play at Sahlen Field in Buffalo, NY. Game Day Support staff work home game dates and are responsible for filling in needs for game day execution. A Game Day Support staff is flexible, customer service focused, and adaptive.

Responsibilities:

- Interact with and provide exceptional customer service to all fans
- Greet and assist fans inside and outside of the stadium with a welcoming attitude
- Ensure fans are directed to their correct seat
- Provide line management and operations support inside and outside the stadium
- Assist in enforcing COVID-19 best practices such as ensuring fans are social distancing, wearing proper PPE, wiping down surfaces, etc.
- Have a complete understanding of Sahlen Field and all stadium policies
- Act as an information resource for fans, providing directions and stadium information as required
- Fill-in game day operations staff as needed
- Report an incident (major or minor) through an Incident Report Card and submitting it to a Team Captain or Supervisor
- Complete other duties as assigned

Qualifications:

- Willing to stand for long periods of time
- Willing to work outdoors in varying weather conditions and temperatures
- A passion for teamwork and the ability to communicate and interact positively in a team setting
- Excellent customer service skills and creative problem-solving
- Able to adapt to a variety of roles on a game-by-game basis
- Proven ability to coordinate multiple priorities and perform well under pressure
- Has working knowledge of baseball/Toronto Blue Jays, and/or expertise
- Must be at least 18 years of age

NOTE: All offers of employment are contingent upon satisfactory background screening.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.
