

# **Guest Services Job Description**

## **Duties and Responsibilities Summary:**

Responsible for helping guests with any information they might need at the ballpark

### **Primary responsibilities**

- Help prep the Guest Services area prior to gates opening
- Greet fans
- Provide maps, programs, rosters, information on promotions for that night's game
- Become familiar with ballpark seating layouts.
- Direct patrons where to find exits/stairs, bathrooms, elevator, concession stands, seating sections, picnic patio areas, designated smoking area.
- Answer various questions.
- Ensure all patrons' needs are met.
- Help address disorderly or obnoxious patrons.
- Ensure everyone adheres to safety rules and rules of the ballpark.
- Assist with keeping the ballpark clean.
- Handle complaints or suggestions.
- Provide assistance to patrons with special needs.
- Greet fans who are signing the national anthem, participating in Baseball Buddies, throwing a First Pitch, carrying the big flag, performing during the game
- Greet First Aid volunteers and provide them with their radio and first aid kit.
- Assist with selling launch-a-ball
- Your supervisor may assign other duties at any time.

### **Shift Times**

- Night Games – 7:05 pm start time; gates open 6:00 pm; shift starts at 5:30 pm
- Day Games – 1:05 pm start time; gates open 12:00 pm; shift starts at 11:30 am.