

# Group Outing Representative

## Duties and Responsibilities Summary:

Assisting United Shore Professional Baseball League Front Office with providing service to customers holding group outings at Jimmy John's Field.

## Primary Responsibilities:

- Help prep the Group Outing areas prior to gates opening for the game, including wiping down tables, putting up Group Outing signage.
- Greet group outing guests.
- Direct group outing guests to their tables and explain access to the buffet and bar.
- Coordinate Coach Chalk Talk
- Coordinate Player Autographs
- Coordinate Group Photo on the field
- Coordinate getting group outing patrons participating in first pitches, honorary bat kids, high five tunnel, and holding the large American flag to the areas for their activities before the game.
- Make sure buffet lines are operating smoothly and that food is being replenished.
- Make sure the fountain machines in the group areas are only being used by group patrons.
- 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.
- Your supervisor may assign other duties at any time.

## Shift Times:

Night Games – 7:05 pm start time; gates open at 6 pm; shift starts at 5 pm

Day Games – 1:05 pm start time; gates open at 12 pm; shift starts at 11 am

Double Headers – 5:30 pm start time; gates open at 4:30 pm; shift starts at 3:30 pm