

Group Outing Representative Job Description - UWM Field

Duties and Responsibilities Summary:

Assisting USPBL Front Office Staff with providing service to customers holding group outings during the 2026 baseball season at UWM Field.

Primary responsibilities

- Help prep the Group Outing areas prior to gates opening for the game.
- Greet group outing guests, provide wristbands.
- Direct group outing guests to their tables and explain access to the buffet and bar.
- Help to 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 bar lines are operating smoothly, and that cups for soft drinks and water are being handed out.
- 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 6:00 pm; shift starts at 5:30 pm.
- Double Headers – 5:00 pm start time; gates open at 4:00 pm; shift starts at 3:30 pm.
- Day Games – 1:05 pm start time; gates open 12:00 pm; shift starts at 11:30 am.

Position Type: Seasonal