

## **Ticket Taker Job Description – UWM Field**

### **Duties and Responsibilities Summary:**

Responsible for greeting patrons, taking tickets, and bag checking at entrances.

### **Primary responsibilities**

- Greet patrons as they enter ballpark.
- Check inside purses and bags for prohibited items.
- Efficiently check guests through metal detectors, ensuring a safe and secure entry process while maintaining a smooth flow into the venue.
- Assist in preventing prohibited items from entering the ballpark.
- Scan tickets.
- Identify fraudulent tickets.
- Become familiar with ballpark seating layouts to be able to direct guests.
- Show patrons where to find restrooms, and concession stands.
- Answer various questions.
- Ensure all patrons' needs are met.
- Distribute programs or event schedules.
- Ensure everyone adheres to safety rules of the ballpark (watch for individuals wearing inappropriate attire).
- Assist with cleaning the stadium and placing debris in trash receptacles.
- Close gates in the event of a missing child.
- Pass out exit marketing at the gates upon request by USPBL management.
- 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 12:30 pm.
- Double Headers – 5:00 pm start time; gates open 4:00 pm; shift starts at 3:30 pm.

### **Shift Notes:**

- o Begin shift in Ground Level Concourse Janitor's Closet
- o Obtain rags from janitor's closet and proceed to right field picnic area to wipe tables, pick up any miscellaneous items left in the area, sweep any standing water off the concourse. You may be sent to the left field patio or Chevrolet Pavilion to wipe tables by the group outings team if the right field patio already has enough staff to prepare the area for gates opening.
- o 10 minutes prior to gates opening, gather in front of the CURE Clubhouse for pre-game meeting to review details for the game.
- o You may be asked to hand out exit marketing at the gates when guests are leaving the ballpark.