



Guest Services Agent
Seasonal – Temporary Position
SALT RIVER FIELDS AT TALKING STICK
Spring Training Facility
JOB DESCRIPTION

Definition: Under limited supervision from the Director of Operations, the Guest Service Agent will provide guests with the best guest experience possible.

Essential Functions: The primary responsibility of this position is to provide guests with the best guest experience possible. This begins with a positive initial impression of our facility. This impression is created by providing them with accurate event information, assisting them in finding their seat for the event, and assisting them with any issues. This position is expected to work cohesively with all employees in maintaining a superior level of guest service.

Tasks:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

- Provide all guests a positive first impression by offering superior, individualized service.
- Enthusiastically greet guests and direct them to their assigned seats
- Provide guests with accurate information about the event and facility
- Interact with guests to help provide a wonderful experience
- Keeping aisles clear and making sure guests sit only in their ticketed section
- Respond to emergencies by involving supervisor
- Other duties as assigned by management
- Deal with patron problems and complaints up to the level where intervention by a Supervisor is required
- Work flexible hours including evenings, weekends and holidays

Knowledge, skills, Abilities and Other Characteristics:

- Demonstrated excellent customer service skills are required
- Must be a team player who works well with others
- Ability to work with minimal supervision

Qualifications:

- Position is outdoors and requires walking and standing for long periods of time, including stairs in all weather conditions.
- Ability to lift and carry up to 10 pounds.