



## **SPOKANE INDIANS BASEBALL CLUB JOB DESCRIPTION**

**Title:** Security Staff

**Duties:**

1. Have fun! 😊
2. Learn and embrace the Spokane Indians approach to customer service.
3. Help educate fans on stadium rules regarding outside food and beverage, smoking, conduct, and alcohol. This includes checking identification as necessary.
4. Maintain good posture and move throughout the stadium with a purpose. Actively search for ways to maintain safety, stadium cleanliness, and crowd enjoyment throughout your shift.
5. Direct traffic in the parking lots before and after the games. Assist guests moving in and out of lots safely and efficiently. Also, patrol lots during the game to protect vehicles from vandalism.
6. Assist the full-time staff in responding to stadium emergencies and injuries. Any major incident should involve full-time staff.
7. Provide “back-up” to full-time staff members who handle difficult situations, including fan ejections.
8. Stay in communication with the Director of Security throughout each shift. Cover assigned areas at assigned times.
9. Carry a pen and paper at all times to log and relay any customer service needs.
10. Work in a tobacco-free environment.
11. Represent the Spokane Indians in a professional manner.
12. Other duties and responsibilities as assigned.

### **Indians Customer Service Goal**

The Spokane Indians organization provides affordable family entertainment for everyone by creating a safe, fun and friendly atmosphere while exceeding guest expectations.