



SPOKANE INDIANS BASEBALL CLUB JOB DESCRIPTION

Title: Ticket Taker

Duties:

1. Have fun! 😊
2. Learn and embrace the Spokane Indians approach to customer service.
3. Point guests in the right direction and assist with guest questions. This requires that Ticket Takers know the stadium inside and out – sections, concessions, first aid, restrooms, etc.
4. Utilize ticket scanners to scan tickets as fans enter the gates.
5. While greeting fans, watch for suspicious people and notify security and/or a full-time staff member of any concerns.
6. Assist in the teardown and clean up of nightly catering in hospitality areas.
7. Help maintain stadium cleanliness.
8. Help educate fans on stadium rules regarding outside food and beverage, smoking, and alcohol.
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.