SPOKANE INDIANS BASEBALL CLUB
POSITION DESCRIPTION

Position: Green Team – Evening Crew (5:00 PM – 11:00 PM, timing subject to change)

Responsibilities within your Team:

1. Have fun! ☺
2. Learn and embrace the Spokane Indians approach to customer service and culture. Incredible internal customer service leads to exceptional external customer service.
3. Seek opportunities to learn, always working to improve the Spokane Indians organization and yourself.
4. Implement a "yes attitude", always contributing to the success of your team.
5. Approach each event with a strong gameday walk, operate with a purpose and sense of urgency.
6. Be proactive, find and solve challenges before they become problems.
7. Actively clean all areas of the stadium during the game. This includes sweeping the inner and outer concourses, emptying trash cans, etc.
8. Promote guest safety by responding quickly to stadium clean-up requests, such as spills and other accidents.
9. Embrace and effectively implement the Indians approach to sustainability. This includes helping Section Leaders and other team members sort landfill, recycling, and compost into proper bins to pick-up and educating fans whenever possible.
10. Maintain the cleanliness of the operation storage room and the boiler rooms. All equipment and supplies stored in these areas should be kept in an organized and presentable fashion.
11. Help educate fans on stadium rules regarding outside food and beverage, smoking, and alcohol.
12. Work in a tobacco-free environment.
13. Represent the Spokane Indians in a professional manner.
14. Other duties and responsibilities as assigned.
15. Don't forget to have fun!

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.