



SPOKANE INDIANS BASEBALL CLUB JOB DESCRIPTION

Title: Section Leader

Duties:

1. Have fun! ☺
2. Learn and embrace the Spokane Indians approach to customer service.
3. Promote guest safety through rapid response to foul balls.
4. Through aggressive friendliness, help guests find their seats and assist them with other stadium directions. This requires that Section Leaders know the stadium inside and out – sections, concessions, first aid, restrooms, etc.
5. Assist in keeping Avista Stadium the cleanest ballpark in MiLB by maintaining a clean section during games. This includes emptying trash cans when necessary, picking up trash around and under seats, cleaning up minor spills, notifying the Clean Team of major spills, and helping to separate trash, recycling, and compost materials. Section Leaders must treat their assigned section as their home – they take pride in their section because it reflects on them.
6. Mingle with the fans in your section and learn the names of the regular fans.
7. Be vigilant throughout the game to prevent seat creeping. This requires that Section Leaders be able to tactfully approach fans to check tickets and direct them to the proper seat locations.
8. Lead your section in cheers, songs, and dances to create a fun stadium atmosphere.
9. Help educate fans on stadium rules regarding outside food and beverage, smoking, and alcohol.
10. Carry a pen and paper at all times to log and relay any customer service needs.
11. Work in a tobacco-free environment.
12. Represent the Spokane Indians in a professional manner.
13. 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.