

DAYTONA TORTUGAS



GAME DAY STAFF POSITIONS 2020

USHER

“Fan Experience Representative”

Job Status: Seasonal, Part Time

Reports to: Account Executive, Assistant General Manager

Position Summary: Provide unmatched customer service at all times while assisting fans with anything they need, including finding their seats and other ballpark amenities.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Provide unmatched customer service and Tortugas Treatment to all fans at Jackie Robinson Ballpark.
- Maintain sufficient knowledge of the ballpark and the location of its amenities including gates, restrooms, concessions, hospitality areas, first aid, guest services, ATM, etc.
- Maintain extensive knowledge of seating areas with ability to quickly identify specific sections, rows, and seats.
- Maintain extensive knowledge of Jackie Robinson Ballpark rules and regulations.
- Assist fans with finding their seats and moving about the ballpark.
- Ability to entertain crowd and be an active piece of Tortugas Treatment and entertainment standards.
- Ability to answer fan questions about Tortugas schedule and promotions.
- Proactive recognition of potential fan issues including but not limited to accident or injury, inebriation, abusive language, and inappropriate activity.
- Ensure high levels of fun and enjoyment for all fans at all times.

QUALIFICATIONS:

- Outgoing personality with ability to entertain a crowd.
- Excellent verbal and listening communication skills.
- Must be a good team member who is aware of all team member roles.
- Able to stand/walk for long periods of time.
- Previous customer service experience preferred.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

PARKING ATTENDANT

“First Impression Representative”

Job Status: Seasonal, Part Time

Reports to: Director of Stadium Operations

Position Summary: Provide unmatched service and first impressions to fans as they arrive to the ballpark; collect parking fees and assist fans in finding parking spaces.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Provide unmatched customer service and Tortugas Treatment to fans as they arrive to Jackie Robinson Ballpark.
- Ensure fans’ first impression of Tortugas experience is second to none.
- Ability to answer questions about the ballpark and game experience.
- Direct traffic on City Island around Jackie Robinson Ballpark.
- Collection/reconciliation of parking fees.
- Direct fans to the stadium entrances and ticket booths.
- Maintain sufficient knowledge of the ballpark and the location of its amenities including gates, restrooms, concessions, hospitality areas, first aid, guest services, ATM, etc.

QUALIFICATIONS:

- Excellent verbal and listening communication skills.
- Good organizational and time management skills.
- Able to take direction, give direction and self-motivate.
- Must be a good team member who is aware of all team member roles.
- Able to stand/walk for long periods of time.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

BOX OFFICE REPRESENTATIVE

“Personal Ticket Liaison”

Job Status: Seasonal, Part Time

Reports to: Director of Ticket Operations

Position Summary: Operate Ticket Booth at Jackie Robinson Ballpark; sell individual game tickets and mini-plans to fans at the booth while providing outstanding customer service.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Sell individual game tickets & mini plans, on a rotational basis, to fans at Jackie Robinson Ballpark.
- Operate TicketReturn ticketing platform.
- Assist fans in choosing the best seating option available to ensure top-notch experience.
- Provide excellent customer service relating to all aspects of the client and guest experience at Jackie Robinson Ballpark.
- Respond to requests for information and assistance as requested.
- May perform other duties as required.

QUALIFICATIONS:

- Previous experience with TicketReturn or similar ticketing system preferred.
- Customer service experience and the ability to work with guests in a fast-paced environment.
- Computer knowledge and skills – basic trouble shooting skills.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.
- A high level of proficiency in conversation, excellent articulation, ability to employ tact and diplomacy when dealing with fans.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.

TICKET TAKER

“Gate Attendant”

Job Status: Seasonal, Part Time

Reports to: Director of Ticket Operations

Position Summary: Welcome fans to Jackie Robinson Ballpark at the gate, scan tickets, assist fans in finding their way around the ballpark, provide outstanding customer service.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Scanning tickets at the gate and welcoming fans into the ballpark.
- Act as gateway into Jackie Robinson Ballpark and the Tortugas experience.
- Maintain sufficient knowledge of the ballpark and the location of its amenities including restrooms, concessions, hospitality areas, first aid, guest services, ATM, etc.
- Providing quality customer service to all customers and fans as first point of contact.
- Distribute GameDay Programs and promotional items in friendly and informative manner.
- Ability to enforce stadium rules and regulations, including no outside food or beverage.

QUALIFICATIONS:

- Excellent customer service skills; ability to maintain the highest standards of quality.
- Strong communication and problem solving skills.
- Ability to stand for up to 5+ hours during a game.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.

PROMOTIONAL STAFF

“Entertainment & Street Team”

Job Status: Seasonal, Part Time

Reports to: Promotions Manager, Community Relations Manager

Position Summary: Assist in all entertainment aspects of Tortugas games at Jackie Robinson Ballpark and outside events while maintaining high energy and positive attitude. *Opportunity to work outside of Tortugas season.*

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Provide unmatched customer service and Tortugas Treatment to fans at all times.
- Engage with fans at games, events, and promotional appearances to ensure high levels of fun.
- Assist with entertainment operations at Jackie Robinson Ballpark including on-field promotional games, gate giveaways, Kid’s Zone activities, mascot work, 50-50 raffle, dugout dancing, etc.
- Provide operational support for set-up and tear-down of all outside events and Daytona Tortugas games.
- Have an enthusiastic personality with ability to maintain high energy levels at all times.
- Ability to work in fast-paced environment.

QUALIFICATIONS:

- Outgoing personality with ability to entertain a crowd.
- Excellent verbal and listening communication skills.
- Good organizational and time management skills.
- Able to take direction, give direction and self-motivate.
- Must be a good team member who is aware of all team member roles.
- Able to stand/walk for long periods of time.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.
- Ability to work events outside of Tortugas season and away from Jackie Robinson Ballpark.

JANITORIAL STAFF

“Stadium Assistant”

Job Status: Seasonal, Part Time

Reports to: Director of Stadium Operations

Position Summary: Assist Tortugas Full Time staff with daily tasks around the ballpark while maintaining cleanliness and order in storage areas before, during, and after games.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Assist Director Stadium Operations & Events with daily tasks.
- Ensure ballpark is clean and fully operational prior to gates opening for games.
- Maintain ballpark cleanliness during games.
- Perform regular checks on concourse, restrooms, trash & recycling bins.
- Have extensive knowledge of all storage areas in Jackie Robinson Ballpark.
- Communicate with Director of Stadium Operations & Events, and all other front office staff members, to ensure ballpark standards are met.
- Assist in transportation of kegs, boxes, and additional inventory in fast-paced environment.
- Assist fellow team members in maintaining cleanliness and order in all ballpark areas.

QUALIFICATIONS:

- Excellent verbal and listening communication skills.
- Must be of legal age to transport alcohol.
- Must be able to lift up to 30lbs.
- Exceptional customer service skills.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

MERCHANDISE ASSOCIATE

“Shell Shacker”

Job Status: Seasonal, Part Time

Reports to: Director of Stadium Operations

Position Summary: Operate Shell Shack team store; sell Tortugas merchandise to fans while providing unmatched customer service.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Welcome and encourage fans to visit the Shell Shack team store.
- Provide unmatched customer service experience to all fans.
- Ability to upsell and suggestive sell merchandise items.
- Ability to handle money, stock shelves/racks and fold clothes.
- Move, stock and work the portable souvenir cart (if applicable).
- Responsible for setting up and breaking down the Shell Shack team store.
- Maintain sufficient knowledge of the ballpark and the location of its amenities including restrooms, concessions, hospitality areas, first aid, guest services, ATM, etc.
- Maintain sufficient knowledge of merchandise items available.

QUALIFICATIONS:

- Excellent verbal and listening communication skills.
- Good organizational and time management skills.
- Able to take direction, give direction and self-motivate.
- Must be a good team member who is aware of all team member roles.
- Ability to lift 25+ pounds and stand for long periods of time.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

VENDOR

“Turtle Hawker”

Job Status: Seasonal, Part Time

Reports to: Food & Beverage Manager

Position Summary: Sell snacks and beverages throughout Jackie Robinson Ballpark as a hawker.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Sell snacks and beverages to fans throughout the ballpark.
- Maintain inventory, checked before and after every shift by Food & Beverage Manager.
- Stock sufficient snacks and beverages on your cart before each shift.
- Have knowledge of vendor menu; ability to assist fans with questions related to menu items.
- Operate Stadium One Point-of-Sale system.
- Maintain sufficient knowledge of the ballpark and the location of its amenities including restrooms, concessions, hospitality areas, first aid, guest services, ATM, etc.
- Perform any cleaning duties set by Stand Manager and/or Food and Beverage Manager.
- Assist with any and all tasks that may be asked by Stand Manager, Food and Beverage Manager, or any front office staff member.

QUALIFICATIONS:

- Have a fun and outgoing personality.
- Must be able to walk/be on your feet for long periods of time throughout the game.
- Have adequate cash handling skills in a fast-paced environment.
- Must be of legal age to serve and transport alcohol.
- Have a sense of urgency when working.
- Must be able to lift and carry up to 30lbs at any given time.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

CONCESSIONS CASHIER

“Concessionaire”

Job Status: Seasonal, Part Time

Reports to: Food & Beverage Manager

Position Summary: Operate Concessions Stand window and cash register while providing outstanding customer service to fans at all times.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Operate Concessions Stand window and cash register.
- Assist fans with any and all questions related to concessions offerings.
- Provide superior customer service to all fans at all times.
- Operate Stadium One Point-of-Sale system.
- Ensure accurate orders and order fulfillment.
- Understand food safety and cleanliness standards; uphold those standards at all times.
- Keep concessions stand stocked and clean before, during, and after games.
- Perform any cleaning duties set by Stand Manager and/or Food and Beverage Manager.
- Assist with any and all tasks that may be asked by Stand Manager, Food and Beverage Manager, or any front office staff member

QUALIFICATIONS:

- Must be able to walk/be on your feet for long periods of time throughout games.
- Strong communication skills.
- Have a fun, outgoing personality.
- Have adequate cash handling skills to be able to process payments in a fast-paced environment.
- Have a sense of urgency when working.
- Knowledge or prior experience with Point of Sale systems preferred.
- Previous customer service experience preferred.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

COOK: FRYER and GRILLER

“Grill Master”

Job Status: Seasonal, Part Time

Reports to: Food & Beverage Manager

Position Summary: Operate fryers, grills, and other food preparation equipment in concessions stands and kitchens.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Set up fryers and grills at beginning of shift, prepared for operation.
- Ensure that fryers have fresh oil and are set to the correct temperature.
- Ensure that grills are cleaned before each shift.
- Ensure that all fried items meet health, safety, and taste standards.
- Ensure that fryer and all associated materials maintain cleanliness.
- Ensure that grill and grill area maintain cleanliness.
- Ensure that all grilled items are grilled to perfection, meeting health, safety, and taste standards.
- Assist Concessionaires with plating food for customers.
- Ensure that all specialty items are crafted to perfection including consistent condiment usage, proper bun assignment, and correct plating.
- Ensure that all fried and grilled items are prepared for heavy crowds while maintaining inventory.
- Assist in any and all cleaning duties at end of shift; all end of night duties.
- Assist with any and all tasks that may be asked by Stand Manager, Food & Beverage Manager, or any front office staff member.

QUALIFICATIONS:

- Must be able to be on your feet for long periods of time throughout games.
- Strong communication skills.
- Be able to work in a fast-paced environment.
- Have a sense of urgency when working while maintaining pride in work.
- Prior kitchen experience preferred.
- Extensive knowledge of fryer and grill operation preferred.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

VIP SERVER

“VIP Liaison”

Job Status: Seasonal, Part Time

Reports to: Food & Beverage Manager

Position Summary: Provide outstanding customer service to all VIP seat holders at Jackie Robinson Ballpark, including in-seat wait service and fan assistance.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Take, fulfill, and serve food & beverage orders placed by VIP seat holders.
- Develop relationships with season ticket holders.
- Provide unparalleled customer service and VIP Tortugas Treatment.
- Have knowledge of ballpark seating area.
- Have knowledge of VIP menu; ability to assist fans with questions related to menu items.
- Operate Stadium One Point-of-Sale system.
- Keep VIP area clean before, during, and after games.
- Ensure that cash register is accurate to begin and end shifts, checked daily by Food & Beverage Manager.
- Perform any cleaning duties set by Stand Manager and/or Food and Beverage Manager.
- Assist with any and all tasks that may be asked by Stand Manager, Food and Beverage Manager, or any front office staff member.

QUALIFICATIONS:

- Have a fun and outgoing personality.
- Must be able to walk/be on your feet for long periods of time throughout the game.
- Have adequate cash handling skills in a fast-paced environment.
- Must be of legal age to serve and transport alcohol.
- Have a sense of urgency when working.
- Experience with and knowledge of Point-of-Sale system preferred.
- Prior serving experience preferred.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

HOSPITALITY / CATERING ASSISTANT

“Hospitality Expert”

Job Status: Seasonal, Part Time

Reports to: Director of Ticket Sales & Hospitality

Position Summary: Setup, breakdown, and maintain all catering stations in Hospitality Areas while providing unmatched customer service to VIP fans.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Provide unmatched customer service experience to all Hospitality Outing attendees.
- Setup and breakdown catering stations in Hospitality Areas – ability to work with sternos, chafing dishes, and dish cleaning products.
- Knowledgeable on all menu offerings.
- Provide unmatched customer service relating to all aspects of the client and guest experience at Jackie Robinson Ballpark.
- Maintain sufficient knowledge of the ballpark and the location of its amenities including restrooms, concessions, hospitality areas, first aid, guest services, ATM, etc.
- Provide a friendly and fun family experience to fans that attend Hospitality Outings.
- Ensure all food and beverage is properly displayed, maintained and fulfilled throughout events.
- Knowledgeable on food safety guidelines and procedures.
- Adhere to all safety and sanitation policies.
- Perform post event product inventory and restocks.
- Be a TEAM PLAYER with a positive, friendly attitude.

QUALIFICATIONS:

- Previous Hospitality / Catering experience preferred.
- Must be able to lift 25+ pounds and stand/walk for long periods of time.
- Have a fun and outgoing personality.
- Have a sense of urgency when working.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

BARTENDER

“Tuga Mixologist”

Job Status: Seasonal, Part Time

Reports to: Food & Beverage Manager

Position Summary: Pour draft beer and craft mixed drinks at bar areas in Jackie Robinson Ballpark while providing outstanding customer service.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Pour draft beer and craft mixed drinks for fans upon receiving order.
- Have extensive knowledge of menu and beverage availability; ability to recall inventory and relay accurate information to fans.
- Provide superior service to all fans at all times.
- Begin and end each shift with accurate inventory, checked daily by Food & Beverage Manager.
- Maintain cleanliness and order of all bar area before, during, and after games.
- Maintain inventory of your bar area.
- Assist in transportation of kegs and additional inventory in fast-paced environment.
- Tap and untap kegs when required before, during, and after games.
- Ensure that cash register is accurate to begin and end shifts, checked daily by Food & Beverage Manager.
- Ability to recognize inebriation; never overserve customers.
- Perform proper end of shift or end of night cleaning duties.
- Assist with any and all tasks that may be asked by Stand Manager, Food and Beverage Manager, or any front office staff member.

QUALIFICATIONS:

- Must be of legal age to serve and transport alcohol.
- Must have a sense of urgency when working.
- Exceptional customer service skills.
- Exceptional communication skills.
- Experience with and general understand of a Point-of-Sale system.
- Strong cash-handling skills in fast-paced environment.
- Prior bartending or serving experience preferred.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.

BARBACK

“Beer Mover”

Job Status: Seasonal, Part Time

Reports to: Food & Beverage Manager

Position Summary: Assist bartenders and Food & Beverage Manager in setup, breakdown, and maintenance of bar and tap areas.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

JOB RESPONSIBILITIES:

- Assist bartenders in pregame bar setup; ensure all kegs are tapped.
- Have extensive knowledge of all storage and bar areas in Jackie Robinson Ballpark.
- Communicate with bartenders and Food & Beverage Manager to ensure that all taps are flowing for duration of each game.
- Maintain inventory of beer levels in kegs, ability to think proactively.
- Assist in transportation of kegs and additional inventory in fast-paced environment.
- Assist bartenders in maintaining cleanliness and order in all bar areas.
- Assist with any and all tasks that may be asked by Stand Manager, Food & Beverage Manager, or any front office staff member.

QUALIFICATIONS:

- Must be of legal age to transport alcohol.
- Must be able to lift a keg from the ground into keg boxes and coolers.
- Exceptional customer service skills.
- Exceptional communication skills.
- Ability to work in adverse weather conditions, including but not limited to rain and heat.
- Ability to work Tortugas schedule, 70 games between April – September, including holidays and weekends.