



**Position: 2020 Season Customer Service Representative (Usher/Ticket Taker)**

**FLSA Status:** Hourly Non-exempt (part-time)

**Start Date:** April 11<sup>th</sup> - September 7<sup>th</sup>

**Roles And Responsibilities:**

- Greet guest attending all stadium events in a friendly manner.
- Check and Scan tickets in a timely manner as guest enter Louisville Slugger Field for events, which include 70 Louisville Bats baseball games.
- Make sure people have the proper tickets for the game and for the sections they are sitting in. If not assist as needed in a professional way.
- Assist guests with customer service concerns and provide general information to insure the guest has a great experience at Louisville Slugger Field.
- Help locate and seat customers in sections of the stadium for events.
- Perform any pre-game, in-game or after game promotion assistance when needed.
- Sell programs when asked to.
- Provide assistance to guests with special needs or requests.
- Maintain a presence and monitor assigned sections or gates/doors.
- Have knowledge of Louisville Slugger Field that can help answer customers concerns or locate their needs.
- Must be able to learn and know all the policies and procedures of Louisville Slugger Field and be able to help enforce or assist with them in a professional manner when needed.
- Interactive with customers, staff and co-works in a professional manner.
- Must be able to work nights and weekends, and a few day games if possible.
- Good communications skills, outgoing, friendly and attentive.
- Must be able to handle large crowds and remain professional around them.

**Skills:**

- Ability to stand for long periods of time.
- Willingness to learn, honesty and strong attention to detail.
- Dependable with a professional attitude.
- Hard working and versatile with the ability to work in a fast paced environment.
- Good communication skills and the ability to deal with all personalities.
- Customer service experience preferred, as you will deal with customer issues throughout this experience.

**Requirements:**

- Available for at least 40 games throughout the season. Not Including Opening Night April 11<sup>th</sup> and Thunder Over Louisville April 18<sup>th</sup> (These dates are mandatory).
- Must be able to assist in all aspects of the described responsibilities above when asked.
- At least 3 years of customer service experience in related area.

**Direct Application Materials To:**

**Nathan Renfrow, Stadium Operations Manager & Coordinator**

- Louisville Bats at Louisville Slugger Field - 401 East Main Street Louisville, KY 40202.
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