



JOB DESCRIPTION

TITLE: Front Gate/Customer Service

TEAM: Customer Service

DEPARTMENT: Customer Service

STATUS: Non-Exempt

SUPERVISOR: Ballpark Manager

REPORTS TO: Ballpark Manager

SUPERVISES: None

JOB SUMMARY:

To effectively and accurately operate ticket, cash systems, and related equipment; to provide ballpark patrons with superior service.

ESSENTIAL FUNCTIONS:

- Greet customers cheerfully and professionally.
- Collect money in the form of cash and tender accurate change.
- Accurately and efficiently “ring up” customer purchases, tickets, and season passes.
- Process all types of sales transactions including, but not limited to, credit cards, debit cards, and cash.
- Actively model all Customer Service standards.
- Maintain cleanliness and organization of work area.
- Serve as Courtesy Clerk as assigned.
- Report tips daily to be taxed in accordance with California Law.
- Other duties as assigned.

Safety and Sanitation:

- Maintains neat professional appearance and observes personal cleanliness at all times.
- Adheres to state and local health and safety regulations.
- Practices proper lifting techniques and personal safety precautions.
- Maintains a clean, organized work area at all times.
- Maintains complete knowledge of correct maintenance and use of equipment; use equipment and tools only as intended, properly and safely.
- Watches ballpark at all times for potential hazards (spills, debris, fallen items) and takes action as necessary or informs appropriate team member.
- If applicable, practices proper food handling including sanitizing of work surfaces, proper hand washing, etc.

Interpersonal

- Listens and communicates well with staff, managers, and guests.
- Accepts constructive criticism well. Provides constructive criticism in an appropriate manner.
- Works well under pressure and maintains a positive and productive energy-level.
- Shows professionalism and poise when dealing with customers and co-workers.
- Demonstrates a sense of urgency and a commitment to providing excellent service to our guests.
- Stays on task. During down time finds work related tasks to perform, or asks a supervisor for additional tasks.

Administrative

- Knows and understands the Humboldt Crabs Mission Statement and practices its values daily.
- Adheres to all ballpark policies, rules and regulations and code of conduct.
- Reads and remains current on all organization communications and information.
- Able to work Weekends and Weekdays, Nights and Mornings.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Interpersonal Skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
- Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security—the individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

QUALIFICATIONS:

Required

- English language proficiency, both speaking and reading.

Preferred

- Passion for baseball! Passion for people!
- Cash handling experience.
- Ability to satisfactorily perform duties and responsibilities described above in a timely manner.
- Ability to take direction from others.
- Ability to work effectively as a Team Member.
- Ability to communicate effectively with Team Members and Managers.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Fast-paced ballpark setting
- Must be able to push, pull or lift up to 30 lbs. frequently.
- Must be able to push, pull or lift up to 50 lbs. infrequently.
- Occasional exposure to hot and cold temperatures and inclement weather conditions.
- While performing the duties of this job, the Team Member is occasionally required to stand, walk, climb stairs, balance, stoop, kneel, crouch, crawl and/or sit up to eight hours per day.
- Use hands to finger, handle, or feel objects, tools and/or controls.
- Must be able to perform functions with repetitive wrist and arm motion.
- Hearing and talking sufficient enough to communicate with co-workers.
- Specific vision abilities include close vision, vision sufficient enough to read, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Independent mobility through the ballpark.

This position description does not promise or imply that the functions listed are the only duties to be performed or that the position may not change, or be eliminated. Team Members are always expected to follow their supervisors' instructions and to perform the tasks requested by their supervisors. All Team Members are employed on an "at will" basis; this means that your continued employment, regardless of your employment status, or the amount of time served is at the will of Humboldt Crabs Baseball.

APPROVAL

I have read, and understand, the duties that are outlined in this document and hereby agree to the tasks and expectations as provided.

_____ Signature
Date

Printed Name