



Sports Force Parks – Lead Field Marshal Job Description

Overview:

As a successful Lead, you will support all operations in support of all events including Baseball/Softball/Soccer/Lacrosse and other tournaments and events at a Sports Force Parks. This individual is responsible for providing exceptional customer service and hospitality to all guests throughout the park, while also supervising other employees. This individual understands that they have the ability to impact the guest experience including support to other team members with enforcement of park rules and regulations, maintaining order, and ensuring safety to all park guests.

Required Skills Responsibilities

As a Lead you will:

- Be active and acknowledging of all guests as you move through the park
- Be well-versed in daily activities, ensure support staff is aware of important daily items
- Be able to speak to questions on all areas of the park including Locker Roo, Custom Threads, , attractions, parking and rentals.
- Supervise Field Marshal
- Including all Field Marshal Expectations
- Ensure we are greeting guests with a smile and positive attitude
- Ensure that guests understand the park layout and direct them to the field they will be using
- Understand events happening on any given day to ensure guest experience is of highest quality
- Be familiar with the SFP Facility Guidelines and Code of Conduct policies
- Be familiar with rules/ regulations for the tournament
- Introduce yourself to the coaches and umpires upon their arrival for each game. Ensure they know you are there if they need anything
- Ensure correct teams are at correct field
- Locate any missing teams, notify Field Marshall Lead if team is late or does not show up
- Ensure that score card is completed after game with official and coaches' signatures and officials rating
- Notify Field Lead in the event of any emergency / situation where you need additional support
- Constantly check water and notify maintenance if close to empty
- Ensure game balls are at field before beginning of game
- Account for all game balls at end of game
- Ensure all trash is cleaned between games walking the perimeter fence both inside and outside the fence/field
- Pick up any trash in dugouts including sweeping
- Present trophies and awards when needed- follow script
- Turn off any lights the end of the night, return scoreboards, cards, any and all items left in scorer's booth.

Education and Experience:

- Ability to provide exceptional customer service skills; ability to adhere to Company's Service Standards
- Cash handling or check out experience is preferred but not required
- Ability to operate personal computer, including ability to effectively use scanning equipment
- Ability to handle multiple tasks simultaneously in fast-paced environment.
- Ability to work independently and as a team member
- Willingness to work long hours and weekends seasonally as the business requires
- Ability to stand for long periods of time, including walking long distances throughout the park during assigned shift.
- May be asked to routinely lift items of weight up to 30 lbs. to accomplish job duties.
- Must be able to work well in a fast-paced environment in large, crowded areas of outdoor park.
- Routinely exposed to extreme hot/cold weather conditions

Job Location: SFP

Position Type: Part-Time/Seasonal