



**Sports Force Parks – Lead
Guest Experience, Food & Beverage, Retail, Amenities
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:

- Ability to maintain composure and exercise sound judgment and discretion when dealing with park guests, players, coaches and partners
- Ability to make effective decisions in areas of responsibility and take appropriate actions, as necessary.
- Supervise other team members in their roles supporting service and operations of the park
- Customer engagement at Ticket Area, Front Gate, Food & Beverage locations Retail Shop (Custom Threads/Locker Room), Attractions ticket sales and/or Customer Relations Management (CRM) engagement
- Greet, process customers' orders at a point-of sale, quickly, efficiently and friendly
- Recognizes valid admission tickets, passes, or other appropriate admission credentials and allows entry to authorized individuals.
- Assist customers in assigned areas to meet their needs and offer recommendations based on the programs and selections offered
- Enforces park rules and regulations in assigned area of responsibility. Assists other staff in enforcing general rules and regulations, maintaining order, ensuring safety, and providing quality customer service to the stadium tenants, employees, and guests.
- Receive and quickly act upon requests or complaints from guests; refer serious concerns to supervisors. Accompany guests into the front office for a warm transition to receiving assistance.
- Maintain an extensive knowledge of the ballpark, and provide quality directions to guests regarding seating, concessions, and essential areas within the park.
- Assist in evacuation of the ballpark, in the event of an emergency, while maintaining professional and calm demeanor
- Support the operations of the business including Park opening and closing procedures, cash controls and all other functions in operating a customer service based environment

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