

New Era Field – Interactive Games Team Member

MISSION STATEMENT:

We will provide our Guests with the highest quality Guest Experience in a safe, clean, comfortable and friendly environment. Our goal is to make every event a positive and friendly experience with the objective that our Guests leave with lasting memories and a desire to return. We will enhance the Guest Experience by providing Superior Guest Services through dedicated team members who are professionally trained and empowered to make it happen.

PURPOSE OF THE POSITION:

The position helps coordinate and execute the Buffalo Bills Experience inside the Buffalo Bills Fieldhouse and on the Billevard on event days. Interactive Games Team Members are expected to monitor their assigned position and ensure the safety of all guests. The position contributes to the pre-game fan engagement areas of New Era Field and the organizations ability to deliver consistently high-quality guest service and entertainment to our guests.

ESSENTIAL FUNCTIONS:

- Assist in the development of game day operations of the Bills Experience and Billevard.
- Oversee all guests participating in the Interactive Games.
- Ensure the safety of all guests participating in the Interactive Games.
- Promote a fun and family friendly environment.
- Enforce stadium rules and regulations.
- Recognize and take action to correct and/or report customer service and safety concerns to the appropriate supervisor.
- Assist with miscellaneous operational tasks including set-up and tear down of games/equipment, vendor needs, and hospitality concerns.

QUALIFICATIONS:

- Background in customer service related work
- Strong communication skills
- Work well with children
- Friendly, outgoing and personable
- Ability to work in a fast paced environment
- Must have reliable transportation to and from New Era Field
- Must be able to work weekends, nights and holidays when required.
- Ability to work all Buffalo Bills Home Games
- Availability to work non-game day events as needed.

Interested applicants should submit an application to the attention of the Event Operations and Guest Experience Department One Bills Drive Orchard Park, NY 14127. For more information visit www.buffalobills.com/stadium/employment

The Buffalo Bills retain the right to change this job description at any time.

THE BUFFALO BILLS ARE AN EQUAL OPPORTUNITY EMPLOYER