

## **New Era Field – Guest Information Ambassador**

### **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:**

This position provides guests with a positive and friendly experience as they enter New Era Field by providing information on security screening procedures. Guest Information Ambassadors also provide guest assistance with their overall game day experience. Guest Information Ambassadors assist other staff in enforcing stadium policies and procedures, ensuring safety, and providing superior guest services for all events.

### **ESSENTIAL FUNCTIONS:**

- Greet all guests as they arrive.
- Inform guests of security screening policies and procedures.
- Provide information on days events to guests as they enter.
- Inspect areas for any safety hazards and report issues to a Guest Services Supervisor.
- Assist stadium guests in locating assigned seats.
- Respond to inquiries from guests regarding stadium amenities, rules, and regulations.
- Enforce stadium policies and procedures
- Recognize and act to correct and/or report customer service and safety concerns to New Era Field management.
- Resolve customer situations effectively and diplomatically or refer to a supervisor or security officer as appropriate.
- Thank all guests for attending as they are leaving.

### **QUALIFICATIONS:**

- Background in customer service related work
- Quick learner
- Outgoing
- Work well with others
- Extremely friendly and personable
- Ability to work in a fast paced and high stress environment
- Ability to be on feet and outside for 5 or more hours
- 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 New Era Field major events

**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](http://www.buffalobills.com/stadium/employment)**

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

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