

## **New Era Field – Usher/Ticket Taker**

### **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 is a dual function position in which team members scan guest's tickets for entry into New Era Field as well as assist guests in locating their assigned seats during events at New Era Field. Team Members may be assigned as an Usher, a Ticket Taker or both depending on event scheduling. Usher/Ticket Takers assist other staff in enforcing stadium rules and regulations, maintaining order, ensuring safety, and providing quality customer service to the stadium's tenants, employees, and the general public. The position contributes to the efficiency and effectiveness of the stadium's activities and its ability to deliver consistently high quality service to the guests.

### **ESSENTIAL FUNCTIONS:**

- Inspect areas for any safety hazards and report issues to a Guest Services Supervisor.
- Greet all guests as they arrive.
- Assist stadium guests in locating assigned seats.
- Respond to inquiries from guests regarding stadium amenities, rules, and regulations.
- Enforce Wait for Whistle policy.
- Check tickets and wristband guests for re-entry at all Dugout Suite locations.
- Conduct aisle walks throughout the game looking for any irregularities or problems in assigned area.
- Properly scan every guest's ticket to ensure that each guest that enters New Era Field has a valid ticket.
- Enforce stadium rules and regulations.
- Recognize and take action 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, Guest Service Ambassador, or security officer as appropriate.
- Thank all guests for attending as they are leaving.

### **QUALIFICATIONS:**

- Background in customer service related work
- Strong communication skills
- Quick learner
- Work well with others
- Friendly, outgoing 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 Buffalo Bills Home Games

\*Note – this position is a part of the SEIU Local 200 Ushers and Ticket Takers Union. Union members are required to pay yearly membership dues each season.

**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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