

New Era Field – Guest Service Wheelchair 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 assists guests with disabilities in their overall game day experience. Wheelchair Ambassadors 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:

- Escort disabled guests to and from their seat throughout the game.
- Complete 24/7 Request Tracker to help coordinate and track the usage of the wheelchairs.
- Assist guests with their overall game day experience.
- Responsible for handling, addressing, and resolving customer concerns with in reason.
- Respond to inquiries from guests regarding stadium amenities, rules, and regulations.
- Enforce stadium rules and regulations in assigned areas of responsibility.
- Recognize and take action to correct and/or report to Stadium Management guest service and safety concerns.
- Resolve customer situations effectively and diplomatically or refer to security or Stadium Management as appropriate.
- Thank guests for coming to the game.

Note - This position involves physical activity that may become strenuous at times.

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, high stress environment
- Ability to be on feet and outside for 5 or more hours
- Ability to lift 50lbs or more
- 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

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