

New Era Field – Ticket Taker/Usher

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 a Ticket Taker, an Usher, or both depending on event scheduling. This position provides guests with a consistent, positive and friendly experience at New Era Field. Usher/Ticket Takers assist other team members in enforcing stadium rules and policies. The goal this position is to provide a safe, clean, comfortable and family friendly experience to all guests visiting New Era Field.

ESSENTIAL FUNCTIONS:

- Inspect areas for safety hazards and report issues to a Guest Service Supervisor.
- Greet all guests as they arrive, welcoming them to New Era Field.
- Properly scan every guest's ticket to ensure that each guest that enters New Era Field has a valid ticket.
- Provide accurate, detailed directions to and from stadium locations such as seating areas, restrooms and concession areas by utilizing provided resources.
- 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.
- Recognize and resolve customer concerns and situations effectively in conjunction with Stadium Security and Guest Service Supervisors.
- Thank all guests for attending as they are leaving.

QUALIFICATIONS:

- Background in customer service-related work
- Strong communication skills
- Quick learner, ability to adapt to different situations
- Work well with others
- Friendly, outgoing and personable
- Attend mandatory training classes and events as required
- Ability to work in a fast paced, high stress environment
- Ability to walk long distances, climb stairs, and stand for 6 hours or more
- Ability to be outdoors in all weather conditions for 6 hours 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 New Era Field events including but not limited to football games, concerts, trade shows etc.

*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

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

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