

New Era Field – Guest Service 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 consistent, positive and friendly experience at New Era Field. Guest Service Ambassadors provide information on security screening procedures to guests and assist other team members in enforcing stadium rules and policies. The goal of a Guest Service Ambassador 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.
- Inform guests of security screen, mobile ticketing and general stadium policies and procedures.
- Provide accurate, detailed directions to and from stadium locations such as seating areas, restrooms and concession areas by utilizing provided resources.
- Promote Guest Services programs and initiatives.
- Proactively monitor areas throughout the stadium to ensure guests safety and enjoyment of the event.
- 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.

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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