

Job Title: Youthforce Junior Ambassador

Job Location: Talking Stick Resort Arena/Phoenix Suns
Department: SES/Event Services Work
FLSA: Status Part Time/Non-Exempt
Reports To: Director of Event Services

Job Purpose The individual in this position provides customer and event services assistance during designated Arena events.

Primary (Essential) Duties:

- Provide industry-best guest service
- Work with Supervisors and Ambassadors to resolve guest problems and address guest concerns
- Greet guests and offer directions to seating locations, restrooms, concessions, Team Shop, etc.
- Report security and safety concerns to immediate supervisors and/or responsible departments for resolution
- Assist in distributing giveaways and event flyers when needed
- Provide walking escorts for accessible guests Knowledge, Skills and/or Abilities
- Strong ability to work well with co-workers and supervisors in a team environment
- Maintain a neat, professional appearance as outlined by Sports & Entertainment Services, Inc.
- Friendly, outgoing personality
- Clear written and verbal communication skills
- Ability to operate a hand-held mobile device

This is not an all-inclusive document. Additional duties, expectations, demands, etc. may be added or changed to this document on an as-needed basis in order to meet organizational needs

Experience/Education Requirements:

- One year of customer service experience in a fast-paced environment preferable, but not required

Working Conditions and Physical Demands:

- Flexible schedule (variety of shifts) to include weekends, evenings and some holidays
- Ability to stand and walk for extended periods of time
- Ability to climb stairs, work in high elevations and enclosed spaces
- Ability to lift up to 25 pounds and push wheelchairs
- Reliable transportation required

The physical demands are representative of those required for the employee to be successful in performing the essential functions of this job. Reasonable accommodations may be made to assist individuals with disabilities. Additional duties, expectations, demands, etc. may be added or changed to this document on an as-needed basis in order to meet organizational needs. The Phoenix Suns are an Equal Opportunity Employer M/F/D/V