

### **Ticket Takers**

Ticket takers are our fan's first point of contact on game days. Ticket takers are to politely greet all incoming fans and scan all tickets checking for the correct date, previously scanned tickets, or unreadable bar codes. Applicants must be able to stand for 3+ hours at a time and be available to work weekends, weekdays, week nights and holidays outdoors in all weather conditions. A customer service background is helpful and ticket takers must be able to answer simple fan questions and direct fans to their appropriate section. This team member is expected to maintain and wear appropriate RailCats provided uniform and follow all FANTastic customer service standards.

### **Ushers**

Ushers will be assigned sections for which they will be responsible. Once assigned, they are to clean and maintain that section, including wiping seats and picking up any trash. Once the gates open, ushers are to help direct fans to their appropriate seat. They should be able to answer simple fan questions in a friendly and polite manner and have a good knowledge of our stadium. During the game, you should remain at your assigned sections and maintain order, occasionally walking the aisle, moving to the bottom of the section between innings, checking on foul balls as they are hit into the stands, picking up any trash and monitoring the concourse in your area. This team member is expected to maintain and wear appropriate RailCats provided uniform and follow all FANTastic customer service standards.

### **Fun Zone Attendant**

As a Fun Zone Attendant, you will be working in the child's play area and will be directly responsible for: Arriving at work at the appropriate, assigned times and staying throughout the entire shift and help set up/tear down inflatables and other equipment (50 lbs. plus). Organization and customer service are key when supervising and directing children in a friendly and professional manner. Fun Zone Attendants also must handle monetary and ticket voucher transactions as payment. Knowing and enforcing safety guidelines to ensure guest safety is imperative. This team member is expected to maintain and wear appropriate RailCats provided uniform and follow all FANTastic customer service standards.

### **Merchandise Associates**

Merchandise associates will be assisting in preparing the team store for business during the game. Duties include serving our fans as they select different merchandise items, operating a cash register, and assisting fans at check out. You will also help close the gift shop at the end of each game. A strong customer service background is helpful, and applicants should be able to answer simple fan questions in a friendly and polite manner. This team member is expected to maintain and wear appropriate RailCats provided uniform and follow all FANTastic customer service standards.

### **Cleaning Team**

Hours are flexible and include pre-game, post-game and in-game opportunities. This team member is expected to maintain and wear appropriate RailCats provided uniform and follow all FANTastic customer service standards. Our cleaning team is expected to prepare and keep the stadium clean. Areas of focus are, but not limited to, stadium seating area, restrooms, concourse, suites and stadium grounds. The cleanliness of our stadium is of the utmost importance to ensure a positive fan experience.

### **Concession Stand Lead**

The Concessions Stand Lead is responsible for the game-day operations of an assigned concession stand and portables, including ensuring that they are operating efficiently, inventory levels are controlled and all guests are a FANTastic experience. This person will direct approximately 15-20 game-day food service employees, including cashiers, runners, and cooks. He / She is also responsible for maintaining proper

inventory levels at the concession stands throughout the game, and reconciling inventory counts at the conclusion of the event. This team member is expected to maintain and wear appropriate RailCats provided uniform and follow all FANTastic customer service standards.

#### **Concession/Portable Cashier & Runner**

This team member is the face of the concession's operation. These individuals are expected to provide FANTastic customer service to all guests. The duties include gathering food as ordered and utilizing the point of sale system to input orders and make change for the guest. This team member is expected to maintain and wear appropriate RailCats provided uniform and follow all FANTastic customer service standards.

#### **Kitchen Cooks & Prep**

The Kitchen Staff employees are responsible for assisting the Chef in the cooking and delivery of food for the entire catering & concessions operation in the facility. The catering operation consists of multiple luxury suites with full menu and our picnic venue. The concessions operation consists of multiple stands and portables located throughout the concourse. These positions require individuals with cooking skills to be able to provide food for all catering venues & concession stands within a short period of time. These individuals must possess excellent time management and organizational skills. This team member is expected to maintain and wear appropriate RailCats provided uniform and follow all FANTastic customer service standards.

#### **Warehouse**

The warehouse person is responsible for stocking each location based off of predetermined needs list. Also, they are responsible for any necessary restocking of product during the events as needed. This team member is expected to maintain and wear appropriate RailCats provided uniform and follow all FANTastic customer service standards.