



SHARKS SPORTS & ENTERTAINMENT
SAP Center • Tech CU Arena • Sharks Ice

| Guest Service Coordinator- Scheduling Job Description | |
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| Title: | Guest Service Coordinator-Scheduling |
| Department: | Guest Experience |
| Reports to: | Jessica Reid- Bateman, Sr. Director of Guest Experience & Security |
| Primary job location: | SAP Center at San Jose & TechCU Arena |
| FLSA and FTE status: | Non-exempt and part-time |
| Salary range or grade: | \$20.50 |
| Date created: | July 2022 |

Position Summary:

The Guest Service Coordinator, acting under the direction of the Director of Guest Experience performs essential administrative and event preparation duties to ensure department success. This position leads by example, empowers Teammates, and provides exceptional service to our team members and guests.

Essential Functions:

- Provides administrative support to the department.
- Responsible for creating department monthly schedule and event deployments for events across all properties.
- Prepares event information, Base and Supervisor packets for all events.
- Collaborates with management on event staffing needs to ensure proper set up in ABI.
- Maintains ABI templates to ensure accuracy.
- Track staff attendance information including, but not limited to cancellations, no shows, and approved leaves of absence.
- Manage Scheduling Line/ZipWhip for cancellations and assignment adjustments.
- Maintain minor work permits and training records.
- Communicates event changes to management and supervisors.
- Manages employee check in process, greeting staff and answering questions.
- Collects post event paperwork for proper filing.
- Creates WIPs entries in ABI System for any team member that forgot their ID.
- Reconciles payroll, correcting missing punch errors.
- Enters Employee Note for any cancellations and/or use of Union Sick Leave.
- Sends Employee Points emails to Team Members within 48-hours of each missed event.
- Completes status forms for any department member that resigns/is termed.
- Creates monthly event, staffing, and budget reports.
- Assists with the creation of the event Fact Sheet.
- Performs all other duties as assigned.

PIONEERING PRINCIPLES

T TEAM SUCCESS IS MORE IMPORTANT THAN INDIVIDUAL SUCCESS

E EXCEPTIONAL EXPERIENCE IS NON-NEGOTIABLE IN EVERYTHING WE DO

A APPRECIATE OTHERS FOR THEIR DIVERSITY AND OPINIONS

M MORE RISK LEADS TO MORE REWARDS AND EXPANDS OUR COMFORT ZONES

T TRUST THAT ALL TEAMMATES HAVE THE BEST INTENTIONS

E EMPOWER ALL TEAMMATES TO MAKE INFORMED DECISIONS

A ALWAYS SAY WHAT YOU REALLY MEAN AND DO WHAT YOU SAY

L LEAD BY SHOWING THE RESPECT TO OTHERS YOU EXPECT FROM THEM

TEAL TOGETHER

- **At this time, all SSE employees must be fully vaccinated against COVID-19 prior to working onsite at any SSE facility, unless the individual is able to telework or is otherwise eligible for an exemption in accordance with applicable law. If on-site services are required, SSE will require you to certify your vaccination status as part of the onboarding process.**
- This job will require availability to work shifts outside of SSE's typical business hours. With advance notice, you may be scheduled to work evenings, weekends, and holidays. A successful Guest Service Coordinator will demonstrate a clear understanding that most of the events take place between the hours of 5:00 p.m. and 12:00 a.m., including work on holidays and weekends.
- Must be able to lift and carry up to 15 pounds.
- Must be able to stand for 4-8 hours per shift with occasional bending.
- Must be able to go up and down stairs during each shift.
- Prior or demonstrated knowledge of MS Office and Adobe programs.
- Ability to effectively communicate in person, via email, instant message, or radio.
- Prior or demonstrated ability to de-escalate and resolve situations.
- Work cooperatively with staff in other departments and organizations.
- Must be able to speak to large groups of people.
- Must be able to articulate information in a clear manner.
- Ability to be flexible, to coordinate and juggle numerous priorities and projects and meet deadlines without sacrificing creative effectiveness.
- Maintain acceptable attendance and punctuality.
- Must be detail oriented.
- Excellent ability to establish rapport with others and ability to build strong interpersonal relationships.
- Exhibit good judgment and decision-making skills, as well as ability to manage your own time.
- Ability to meet tight deadlines and work well under pressure.
- Strong organizational skills, time management skills and attention to detail required.
- Develop and maintain excellent guest/employee service via creative problem solving/communication skills (written and oral).
- Interpersonal communication including high level problem-solving and quick turnaround decision-making in demanding situations.
- Ability to interact and communicate face to face with a variety of guests and colleagues, to determine how best to assist and resolve concerns
- Work cooperatively with staff in other departments and organizations.
- Must be able to speak to large groups of people.
- Ability to be flexible, to coordinate and juggle numerous priorities and projects and meet deadlines.
- Maintain acceptable attendance and punctuality.
- Must be detail oriented.
- Proven ability to interact and lead team members in high pressure situations.

What We Offer:

- Hourly rate \$20.50
- Free employee parking
- 30% discount in the Sharks Pro Shop
- Fun environment
- Food and beverage discount at SAP Center, TechCU Arena, and Stanley's
- Free Barracuda tickets for most games
- Free ice skating at Sharks Ice (San Jose, Fremont, and Oakland)
- Employee recognition program
- Employee referral bonuses

Our Commitment to Diversity, Inclusion & Belonging

Here at Team Teal, we recognize and celebrate that individuals come with a wealth of experience and talent well beyond any list of required skills and qualifications- in fact, we believe diversity of backgrounds and skills, combined with passion, are the most important keys to meaningful innovation and excellence. Therefore, we encourage people from all backgrounds to apply to our positions. Please let us know if you require accommodations during the interview process.

Sharks Sports and Entertainment is an equal opportunity employer. We enthusiastically accept our responsibility to make employment decisions without regard to race, religious creed, color, age, sex, sexual orientation, gender identity, gender expression, national origin, marital status, medical condition as defined by state law (genetic characteristics or cancer), physical or mental disability, military service or veterans' status, pregnancy, childbirth and related medical conditions, genetic information, or any other classification protected by applicable federal, state, and local laws and ordinances.