



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

Guest Service Coordinator- Events Job Description	
Title:	San Jose Sharks Ice Team
Department:	Building Services
Reports to:	Christina Susi, Ice Team Coordinator
Primary job location:	SAP Center at San Jose & TechCU Arena
FLSA and FTE status:	Non-exempt and part-time
Salary range or grade:	\$20.00
Date created:	July 2022

Position Summary:

The San Jose Sharks Ice Team is the co-ed high-energy team that supports the San Jose Sharks at every home game. From the moment the puck drops until the final horn blows the San Jose Sharks Ice Team members are devoted to maintaining excellent ice conditions and energizing the crowd.

The responsibilities include on-ice maintenance throughout the game and assisting with on-ice tasks. The Ice Team will be representatives of the organization and may be asked to appear at community events, social outings and viewing parties.

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

Shift Information:

- All scheduling is performance based and is in accordance with Sharks and Barracuda Hockey event schedules.
- Report times vary from 2 hours before to 1/2 hour before start of game.

Essential Functions:

- Maintain Ice during television timeouts and intermissions
- Greet fans
- Energize Crowd Assist in promotions and intermission activities
- Interact with fans (autographs and take photos with fans when appropriate)
- Assist with in-game video feature shoots as needed
- Assist with special events/marketing promotions as needed
- Participate in Ice Team photo opportunities and promotions.

Required Qualifications:

- **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.**
- Must be 18 years or older
- Must clear background check
- Must be able to read, understand and speak English.
- Must be able to stand in one place for 2 to 4 hours.
- Must be an energetic and outgoing with a positive attitude.
- Must have excellent communication skills and must be a team player.
- Skating experience is a requirement, promotional team or cheer experience is a plus.
- Must be physically fit
- Must be comfortable in front of large crowds
- Must have flexible schedule-available to work nights, weekends and holidays
- Passionate about San Jose Sharks
- Must be able to wear SSE assigned uniform during all shifts
- Must be available to work 75% of Sharks home games including Preseason and Playoff games
- Must be available to attend audition at Sharks Ice San Jose or SAP Center at San Jose to be selected for the team

What We Offer:

- Hourly rate \$20.00
- 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.