



## SHARKS SPORTS & ENTERTAINMENT

SAP Center • Tech CU Arena • Sharks Ice

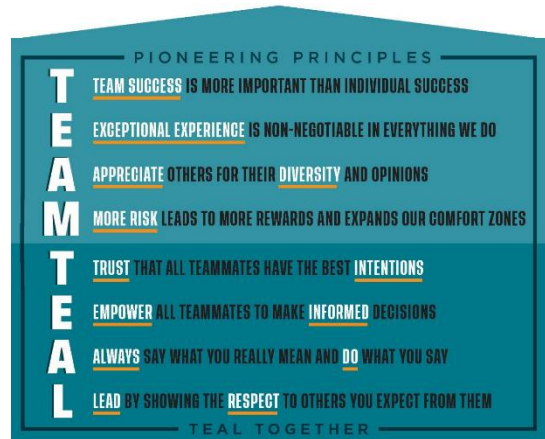
Suites Captain Job Description	
<b>Title:</b>	Suites Captain
<b>Department:</b>	Guest Experience
<b>Reports to:</b>	Jessica Reid-Bateman, Sr. Director of Guest Experience & Security
<b>Primary job location:</b>	SAP Center at San Jose & TechCU Arena
<b>FLSA and FTE status:</b>	Non-exempt and part-time
<b>Salary range or grade:</b>	\$19.50/hour (SEIU Local 1877- Salary Schedule)
<b>Date created:</b>	June 2022

### Position Summary:

A friendly Suites Captain assists guests in booked suites by providing a consistent level of impressive customer service throughout the event.

### Shift Information:

- Shifts are event-based with start times typically being one-hour and fifteen minutes prior to the event and ending thirty minutes after an event.
- You must be available to work 2/3rds of the scheduled events for each month including weekends. Most shifts are evenings and weekends with some holidays.



### Essential Functions:

- Controls admission to suites by checking guest tickets and distributing wristbands.
- Answer guest questions, comments, and concerns.
- Occasionally assist in other areas such as post-event clean-up and maintenance of the suite.

### 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 able to wear SSE assigned uniform during all shifts (\$50 deposit required)
- Ability to work various shifts, weekends, possibly holidays and late nights.
- Demonstrated situation awareness skill to be able to identify issues and opportunities.
- Able to read, comprehend and articulate ticket information.
- Must be able to critically think and articulate directions to guests.
- Ability to work effectively with a variety of guests to ensure all needs are met.
- Be able to communicate information in a positive manner, even when the others are not positive.

- Must be dependable by maintain acceptable attendance and punctuality.
- Ability to follow instructions.
- Must have the ability to lift up to 15 pounds.
- Must have the ability to stand for long periods of time inside and outside.
- Must be able to go up and down stairs multiple times in a shift.
- Extra points if you are Bilingual!

**What We Offer:**

- Hourly rate \$19.50
- 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)

**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.