



SHARKS SPORTS & ENTERTAINMENT

SAP Center • Tech CU Arena • Sharks Ice

| Usher Job Description | |
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| Title: | Usher (Level 1) |
| 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: | \$19.50/hour (SEIU Local 1877- Salary Schedule) |
| Date created: | June 2022 |

Position Summary:

As a part-time Usher, you will create exceptional and safe experiences for guests and team members visiting SAP Center at San Jose and TechCU Arena while embodying the Team Teal Pioneering Principles.

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:

- Consistently provide a high level of customer service by answering any questions guests have regarding directions, events, or parking.
- Verifies tickets to ensure guests are seated correctly in the appropriate section.
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- Tours assigned area to monitor and assist guests in their seating area with concerns or questions.
- Ensures proper access to Club and Lounge area premium service areas, providing a high level of service.
- Ensures proper access to floor seating area for ticketed and general admission events.
- Assists with WCA and ASL guest seating areas, briefing guests upon arrival of emergency procedures.
- Monitors Penthouse Terrace and Plazas to ensure proper access, assists as appropriate to enhance the hospitality experience.
- Helps keep assigned area clean and free of debris.

Qualifications:

- Ability to work various shifts, weekends, possibly holidays, and late nights.
- Demonstrated situation awareness skills 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 maintaining 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.