

Ushers

Responsibilities

- Warmly welcoming our guests upon arrival at their section
- Helping guests to locate their correct seating location
- Maintaining ticket integrity in the seating bowl as well as at the gates
- Identifying ADA and seating solutions and escalate accordingly
- Establishing and maintaining relationships with Braves A-List Members (season ticket holders)
- Assisting guests with our complimentary wheelchair service
- Assisting the Greeter team at the gates
- Anticipating needs and proactively helping when appropriate
- Problem solving in a timely and professional manner
- Having a practicing knowledge of ballpark policies to ensure the safety of all guests and employees

Qualifications

- Staying active for 6+ hours including climbing up/down staircases
- Working in various weather conditions including heat, cold, rain, et cetera
- Reporting 2.5 hours before first pitch and staying up to an hour after last out
- Have reliable transportation to and from work for all games
- Work 85% of games after potential hire date

Greeters:

Responsibilities:

- Warmly welcoming our guests as their first point of contact and leaving our guests with a fond farewell
- Staffing the entry gates
- Assisting guests at ticket lines and gate queues
- Scanning tickets as guests enter the ballpark
- Wayfinding and assisting with directions throughout the ballpark

- Working as an elevator attendant
- Distribution of playbills and promotional items to the appropriate parties
- Helping with ticket troubleshooting and relocations
- Assisting with ushering in the seating bowl
- Maintaining ticket integrity at the gates as well as in the seating bowl
- Informing guests about our complimentary wheelchair service
- Anticipating needs and proactively helping when appropriate
- Problem solving in a timely and professional manner
- Having a practicing knowledge of ballpark policies to ensure the safety of all guests and employees

Qualifications

- Staying active for 6+ hours including climbing up/down staircases
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Facility Security

The Facility Staff Security Officers are members of the team whose responsibilities include all life/safety aspects of Truist Park relating to structure, property and its occupants.

Responsibilities include, but are not limited to, the following:

- Verifying authorization to enter Truist Park property via ID badge and credential checks.
- Performing thorough security screening of employees, contractors, vendors and guests via bag checks and the use of hand held and walk thru metal detection equipment.
- Monitor and demonstrate proficiency in the use of surveillance cameras, access control systems and fire alarm panels.
- Maintain working knowledge of security policies and procedures.
- Maintain security post duty logs, events of the day and incident report process in a thorough and timely manner.
- Respond to and report all issues or concerns pertaining to security/safety immediately to security shift supervisors, security management and other departments as needed.
- Investigate incidents to determine/recommend problem solutions.
- Exemplify quality customer service and professionalism.
- Escort employees, staff and visitors as required.
- All other duties as assigned

The ideal candidate will possess the following:

- High School Diploma or proof of successful completion of equivalency exam.
- Minimum of 2-3 years of progressive security experience with an established entity or at least 1 year of managerial experience.
- Highly effective communication skills (written, verbal and interpersonal)
- Ability to stand for up to 4 hours during a shift and walk moderate distances.
- Computer proficiency (minimum Microsoft Office) required.
- Working knowledge of security search procedures and search equipment (HHMD, WTMD).
- Working knowledge of access control procedures.
- An understanding and appreciation for diverse cultures and an ability to work effectively and relate well with individuals of diverse backgrounds

- Initiative with the ability to accept a high degree of responsibility and act with a sense of urgency and accountability
- Ability to work shift hours, weekends, and holidays (11:25p-7:30a).
- Ability to work at least 4 shifts per week.
- Familiarity with security escort requirements for restricted areas.
- The candidate must pass a criminal background check.

In addition to the above, the following qualifications are deemed advantageous:

- Ability to provide employment references and letters of recommendation.
- Ability to demonstrate incident report writing skills by completing a writing sample.
- Military service with a documented emphasis on security.

Game Security

Responsibilities:

- Verifying authorization to enter Truist Park property via ID badge and credential checks.
- Performing thorough security screening of fans, employees, vendors and guests via bag checks and the use of hand held and walk thru metal detection equipment.
- Maintain working knowledge of security policies and procedures.
- Respond to and report all issues or concerns pertaining to security/safety immediately to security supervisors, security management and other departments as needed.
- Investigate incidents to determine/recommend problem solutions. Reporting via Incident report system in a timely manner.
- Roving throughout the ballpark, Plaza and outer perimeter.
- Exemplify quality customer service and professionalism.
- Escort employees, players, coaches, special guest, staff and visitors as required.
- All other duties as assigned

Qualifications:

- High School Diploma or proof of successful completion of equivalency exam
- Minimum of 1 year of progressive security experience with an established entity or managerial experience is required. P.O.S.T. Certification is a plus
- Highly effective communication skills (written, verbal and interpersonal)
- Ability to stand for up to 4 hours during a shift and walk moderate distances. Must be able to navigate ramps and stairs

- Computer proficiency (minimum Microsoft Office) required
- Working knowledge of security search procedures and search equipment (HHMD, WTMD)
- Working knowledge of access control procedures and safety awareness
- An understanding and appreciation for diverse cultures and an ability to work effectively and relate well with individuals of diverse backgrounds
- Initiative with the ability to accept a high degree of responsibility and act with a sense of urgency and accountability
- Ability to work long hours (possible weather delay or extra innings), weekends, concerts/special events and holidays
- Familiarity with security escort requirements for restricted areas
- The candidate must pass a criminal background check

Retail

The Atlanta Braves are looking for high energy and friendly individuals to add to our Retail team throughout the 2021 season. As a retail sales associate, you will be the frontline staff for the Atlanta Braves in-stadium retail store locations on Game days. This requires excellent customer service and communication skills. Games can occur at different times throughout the season, so a flexible schedule is also a must.

Department Overview:

The Atlanta Braves Retail Department's main goals are to provide top rate customer service and merchandise selection to our fans while creating positive memories for all fans that enter the ballpark and our stores.

The 2018 MLB Retail Team of the Year offers 14 uniquely different retail stores inside the ballpark including:

- Main Braves Clubhouse Store
- Women's Boutique
- Exclusive Club Locations
- Jersey Customization
- Kids specific store
- New Era hat store
- Concierge and Suites
- Custom Shop
- Game Used and Authentic Merchandise

RETAIL SALES ASSOCIATE

Major responsibilities:

- Greeting customers and responding to questions pertaining to the merchandise, all while providing outstanding customer service.
- Knowledge of operating cash registers, such as basic sales transactions, and balancing drawers.
- Learning the loaded ticket functions and other promotional discounts for eligible customers.
- Being proactive during your shift and taking ownership of your stores inventory and overall appearance.
- Superior product knowledge of all brands and material while ensuring that all merchandise is correctly labeled and displayed.
- Recommend, select, and help locate or obtain merchandise based on customers' needs.
- Willingness to work as a team to reach daily sales goals.
- Assist management team in restocking store inventories prior to and after games.
- Receive and assist with checking in merchandise from distribution centers and cross-checking proper inventory paperwork.
- Willing to work any of the 14 stores located throughout the ballpark as needed.
- Basic understanding and knowledge of Braves baseball.
- Other duties, functions, and special projects and responsibilities as assigned by manager.

Qualifications:

- Previous experience in retail sales or customer service
- High-energy, friendly personality
- Outstanding communication skills. Ability to communicate with coworkers, guests, and managers.
- Ability to work long hours, weekends and holidays in various weather conditions including heat, cold, rain, etc.
- Possesses an understanding and appreciation for diverse cultures and an ability to work effectively with individuals of all backgrounds
- Have reliable transportation to and from work for all games
- Work 85% of games after potential hire date
- Must complete a successful background check

MERCHANDISER ASSOCIATE

Responsibilities:

- Assist merchandising coordinator and supervisor in carrying out store merchandise layouts and plans.
- Partner with coordinator and lead buying team to create seasonal strategies for in store presentations and displays
- Help distribute and replenish merchandise in all store locations at SunTrust Park.
- Work in distribution centers for processing merchandise, allocating product for transport, and delivery of merchandise to store locations.
- Work in the main store helping customers with product, selling merchandise, and running register transactions.

Qualifications:

- Must be available to work the 7am-4pm shift, including weekends, some holidays and until 6pm on non-game days.
- Must be able to lift 50lbs
- Skilled in Microsoft office such as Microsoft Word and excel is a plus.
- Candidate must be detail oriented and be comfortable with multitasking.
- Knowledge and understanding of Retail Pro 9 software is a plus.
- Reliable transportation

WAREHOUSE ASSOCIATE

Responsibilities:

- Associate will be responsible for accurately counting and checking in all inventory received from vendors, off site warehouses and other stores
- Associate will be responsible for warehouse organization, keeping all products in their correct section and in order.
- Responsible for overall cleanliness as well as the look and feel of the warehouse
- Will read daily inventory reports to determine what to pick and pack for the Right Field Gate store from existing warehouse inventory
- Other warehouse duties as assigned

RETAIL PRO AND FINANCIAL RESPONSIBILITIES

- How to look up merchandise quantities
- How to ring out sales in the main store / know proper cash procedure
- The sales associate must have complete knowledge of the Retail Pro POS System.

Qualifications:

- This position is ideal for someone who has or is working towards a BA or MS degree in business, sports management, supply chain, logistics or related field.
- Understanding and appreciation for diverse cultures and an ability to relate well with individuals of diverse backgrounds.
- Work long hours on game day, weekends, and holidays.
- Two-year experience in a warehouse environment.
- Experience in sports customer service a plus.
- Ability to lift and move boxes up to 50 pounds at once.
- Associate will be required to stand and move throughout their shift.

Preferred Qualifications:

- Working knowledge of computer skills needed to operate the inventory system, Retail Pro.
- The ability to work on multiple tasks at one time.
- The ability to communicate and get along well with coworkers.
- Reliable transportation is a must.
- Available 29.5 hours a week