***Plaza Ambassador***

**Position Description**

As the first point of contact with fans, Plaza Ambassadors will ensure spectators are welcomed, well informed and feel comfortable at all home matches. They will be responsible for ensuring the successful execution of the Plaza at every match.

**Job Responsibilities**

* Check in with and maintain communication with Coordinator, Event Operations
* Welcome fans to the match, providing directional support
* Provide information to fans about all facets of the event
* Must remain up to date on Club information
* Proactively engage with and assist fans
* Monitor Mini Soccer zone to ensure all rules are being followed and the children are safe
* Assist Sales in managing the face painting and balloon animal lines
* At the end of the match, thank fans for attending
* Ensuring that Whitecaps FC policies and procedures are adhered to, including but not limited to, stadium fire regulations, public and personal safety, crowd management, customer service, etc.
* Other duties may be assigned as required