***Ticket Scanners & Stroller Parking***

**Position Description**

Working on match days with the Event Department, this role will assist in scanning guests’ tickets upon entrance to the stadium and providing safe stroller storage for families.

The time commitment per match will be approximately 4 hours.

**Responsibilities on Match Day**

* Check in with the Team Lead for briefing
* Collect ticket scanners and match programs prior to gates open
* Organize and monitor the Stroller Parking Check-In
* Proactively engage with and assist families
* Liaising with the Coordinator, Event Operations as required
* Making sure that all guest enquiries are dealt with in a pleasant and efficient manner;
* Familiarity with the venue amenities so as to provide accurate information to guests;
* 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