



Cowlitz Black Bears GameDay Staff - Ticket Scanners

Position: Ticket Scanners

Supervisor: Ticket Sales Manager

Hours: Part-time

Pay: Competitive minimum wage + tips

About the Cowlitz Black Bears: Established in 2010, the Cowlitz Black Bears are one of the 16 teams in the West Coast League. The West Coast League is a summer wood bat league based in the Pacific Northwest for college-eligible student-athletes. Recruiting players from around the nation, the Black Bears have been a staple in the Cowlitz Community, showcasing some talented players. Currently, the Cowlitz Black Bears have had 20 players that have moved on to play professionally. From June to August each year, the Cowlitz Black Bears will play approximately 30 home games, with each game drawing crowds of up to 1,500 fans. The Black Bears value personal and professional growth and are seeking candidates who will perform within the framework of the organization while showcasing their individual talents. We love baseball, and we love our community.

Job Description: We are looking for dedicated and detail-oriented individuals to join our team as Game Day Ticket Scanners. As a Ticket Scanner, you will play a key role in ensuring a smooth and efficient entry process for fans attending our games, making their experience memorable from the very start.

Responsibilities:

- Operate electronic ticket scanning devices to validate and verify tickets for entry.
- Assist fans by scanning tickets, providing direction, and answering entry-related questions.
- Provide a welcoming and friendly demeanor, ensuring a positive first impression for fans.
- Handle fan inquiries and issues professionally and courteously.
- Assist with any crowd control requirements.
- Maintain and ensure the proper functioning of ticket scanning devices.
- Report any technical issues promptly to supervisors for resolution.

Qualifications:

- Must be at least 16 years of age
- Strong attention to detail and the ability to work in a fast-paced, high-pressure environment.
- Exceptional customer service and interpersonal skills.
- Ability to stand for extended periods of time
- Ability to work flexible hours, including evenings, weekends, and holidays during the baseball season.

If you feel you are a good fit for this position and would like to learn more, please fill out our online application at www.cowlitzblackbears.com/employment/



Cowlitz Black Bears GameDay Staff - Ticket Seller

Position: Ticket Sales

Supervisor: Ticket Sales Manager

Hours: Part-time

Pay: Competitive minimum wage + tips

Job Description: The Cowlitz Black Bears are always looking for outgoing individuals to join our gameday staff. This position will be responsible for selling various ticket types for each Black Bears home game throughout the summer. You will be responsible for operating the ticketing system, selling single-game tickets, and promoting various ticket packages to maximize attendance and revenue. Qualifications are based on ability, desire, work ethic, and a commitment to make the most of the experience. It is expected that you can attend close to if not all Black Bears home games, work flexible hours, and sometimes on holidays.

Responsibilities:

- Engage with fans and potential customers to sell single-game tickets and various ticket packages.
- Maintain a deep understanding of ticket pricing, seating options, and special promotions.
- Provide exceptional customer service by assisting fans with inquiries, concerns, and ticket-related issues.
- Assist fans with seating selections, ADA accommodations, and any special requests.
- Operate the ticketing system with accuracy and efficiency to process sales, exchanges, and refunds.
- Handle cash and credit card transactions securely and in compliance with organizational policies.
- Generate and distribute physical and electronic tickets to fans.
- Must be able to work in a fast-paced, demanding environment

Qualifications:

- Must be at least 16 years of age
- Excellent interpersonal and communication skills
- Strong customer service experience recommended
- Willingness to learn ticketing system
- Ability to work flexible hours, including evenings and weekends, and sometimes holidays during the season
- Enthusiasm for ticket sales and providing first-class customer service

If you feel you are a good fit for either of these positions and would like to learn more, please fill out our online application at www.cowlitzblackbears.com/employment/