



2025 Sioux Falls Canaries Event Staff (Game Usher) Position

Overview:

The Event Staff employee is primarily responsible for assisting guests as they enter the ballpark and direct them to their seating location. Event Staff employees are also responsible for maintaining a safe and enjoyable environment for all guests of Sioux Falls Stadium (The Birdcage). Interact with crowds in a calm, respectful and professional manner.

Pay Rate:

\$55.00 per game with an expectation of arrival 1 hour and 15 minutes prior to first pitch (gates open one hour prior to first pitch) and departure 15 minutes after the conclusion of the game

Reporting:

This position will report directly to the **Director of Game Experience**

Duties:

- Greet each fan with a warm smile and a friendly “Welcome to the Birdcage” and “Can I help you find your seats”
- Directs and escorts guests to their seating location; may involve ascending /descending stairs
- Inspects assigned section(s) for safety hazards and maintains cleanliness. Reports on conditions such as broken seats or spills to Canaries full-time staff
- Assist guests who have ticketing issues (i.e. duplicate tickets, broken seats, ADA accommodations)
- Observes assigned sections for any signs of disturbance: this includes problems arising from foul balls, alcohol, smoking, abusive language, arguments, guests running onto the field and objects being thrown
- Receives and acts on concerns from guests. De-escalates issues in a respectful and professional manner. Proactive in addressing issues in their assigned sections, and immediately reports issues to their usher captain
- Provides documentation to their managers on issues, via written incident cards. Provides accurate factual reporting



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- Understands and enforces all Sioux Falls Stadium policies and procedures, especially those regarding crowd control and tickets
 - Maintains an understanding of all areas of the stadium. Remains aware of any special activities, functions, or promotions for that particular day
 - Familiar with the stadium emergency evacuation plan and exit routes. Remains calm and provides direction and guidance in the event of an emergency
 - All other duties as assigned

Qualifications:

- High School Diploma or equivalent (preferred)
- Two years of crowd management experience (preferred)
- Must possess excellent interpersonal and customer service skills
- Ability to work well under pressure, remaining calm yet tactful when required
- Patient and observant with ability to think clearly in emergencies, giving accurate instructions and information to others
- Ability to work flexible hours including weekdays, weekends, evenings and holidays between May 13-September 21, 2025

Physical Demands:

- Ability to walk ramps, climb stairs (up to 25% of shift), and to stand for extended periods of time (up to 4-5 hours)
- Ability to frequently bend and twist at waist (when assisting guests in seats)