



TeamWork Internship Description

As a member in the YouthForce TeamWork Internship program, interns provide fan support for every Timbers FC and Thorns FC home games and work directly with Providence Park Guest Services as a Guest Attendant. Guest Attendants act as the primary providers of Five-Star service as they greet and direct guests as they enter and attend stadium events. Guest Attendants assist with bar code ticket entry, usher guests to their seats, watch exit doors, work parking lots, bike parking, hospitality area, and generally assist guest with answers to their questions and directions. While working at an assigned position, Guest Attendants personally engage in conversation with guests, making them feel comfortable and welcome in a friendly atmosphere. Guest Attendants are responsible for ensuring the safety of guests and that company procedures are being followed by guests to ensure a fan-friendly experience for all.

The TeamWork Internship Program extends beyond the game day job; teens must also participate in un-paid personal/professional development workshops (YouthForce University) at least eight times throughout the year, with a minimum of two being volunteer-focused.

Job duties include:

- Greet guests and scan guest tickets
- Act as an initial screen to ensure contraband items do not enter the building.
- Distribute hand-outs at ingress, egress and during the event as needed.
- Aid guests in finding their seats in the arena bowl.
- Direct guests to services such as concessions, merchandise, ATM's, and restrooms.
- Constantly monitor guest seating area to ensure safety regulations are being kept and that guest conduct is in compliance with acceptable norms.
- Perform I.D. checks.
- Respond to staff or guests concerns and work with security to resolve issues.
- Document all guest related incidents.
- Act as a member of the emergency evacuation team.
- Monitor the emergency exits.
- Assist special needs guests with entering and exiting the building; and perform wheelchair escorts.
- Perform other duties as assigned.
- Duties are performed outside under varying weather and temperature conditions.
- Must be able to use proper judgement and make guest-friendly decisions with little supervision.
- Must meet company-grooming and appearance standards.
- Guest Attendants must be willing to work soccer, football and special events as needed.



- Equipment used will consist of:
 - Bar Code Scanner
 - Radio Equipment

Qualifications:

- Access to reliable transportation to and from Providence Park for TeamWork shifts.
- Outgoing and friendly personality required.
- Ability to communicate effectively with peers/supervisor and the ability to work in a team environment.
- Dependability/responsibility; able to handle work, school, and social schedule. Students must show success in school attendance and grades throughout the season; school is every teen's first and most important job.
- Experience organizing events in your school or community
- Must be able to read, write, and speak conversational English. Spanish is a plus.
- Involvement in school or community programs or membership at local Boys and Girls Club.

Physical Requirement and Work Environment:

- Continuous standing and walking on concrete/flat surfaces or stairs under varying weather/temperature conditions.
- Manage in noisy environment with large groups of people.
- Must perform in high-stress and fast-paced environment in an expedient manner for sustained periods in front of the public.

Minimum Requirement:

- Currently enrolled in an educational program.
- Pass a background check
- Reside in Clark, Washington, Clackamas, or Multnomah County with consistent ability to get transportation to Providence Park.
- Be at least 16 years of age by date of hire.

Schedule:

The season begins in February and lasts through the beginning of December. TeamWork interns must be available for any/all Timbers and Thorns home games. Games may be on weekend or during the school week evening. In addition to game days, interns must also attend YouthForce University workshops held monthly on a non-game day as un-paid part of their TeamWork program. YouthForce University dates TBD.



Program Expectations

- Be in continuous good standing with your educational program.
- Arrive to all work shifts looking professional and wearing the designated uniform.
- Arrive at all work shifts, YouthForce University workshops, and service projects on time. TeamWork participants that regularly arrive late may be sent home, face possible game suspensions, and/or terminated from the program.
- Perform assigned duties quickly, correctly, and with a positive attitude.
- Arrive on time, emotionally and physically ready to work. Attendance and active participation at YouthForce University events are mandatory.
- If you are not available to work you assigned shift, please notify your YouthForce supervisor at least 2 days in advance for the absence to be excused. If there is an emergency, notify your YouthForce supervisor as soon as possible.

TeamWork interns represent TeamWork and YouthForce, Boys & Girls Clubs of Portland, and Timbers FC every time they show up for work. As such, employees are expected to positively represent themselves and all partners involved. Behavior that reflects poorly on the reputation of the TeamWork program will not be tolerated (i.e. goofing off, inappropriate cell phone usage, or any other unprofessional behavior). TeamWork Guest Attendants who are in good standing at the end of each season are invited to apply for the following season if they still meet the eligibility requirements.

Pay: \$9.75/hour until June 30, 2017. Then, \$11.25/hour starting July 1, 2017.

Locations: **Providence Park**
1844 SE Morrison St
Portland, OR 97205

YouthForce University
Blazers Boys and Girls Clubs
5250 NE Martin Luther King Jr Blvd
Portland, OR 97211

Contact: Rachel Centariczki – Director of YouthForce
503-969-5292
RCentariczki@bgcportland.org

To Apply: Send Rachel an email at RCentariczki@bgcportland.org or give her a call at 503-969-5292 and she can tell you how to get involved!

Boys & Girls Clubs of Portland is committed to a policy of equal employment opportunity. The organization will not discriminate against employees or applicants for employment on any legally recognized basis including, but not limited to, veteran status, race, color, religion, sex, national origin, physical or mental disability, age, or any other protected group status as defined by law. Boys & Girls Clubs of Portland will also not discriminate against employees or applicants based on sexual orientation.