



## Team Member

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### **Job Description**

The South Bend Cubs Performance Center (SBCPC) is looking for dynamic individuals to join our team. This position will execute the overall goals and objectives of the organization as determined by management. He or she will serve as the initial point of contact for all customers and will be responsible for the maintaining the orderly operations of the SBCPC. The position will report directly to the Director of Finance and Operations. Specific job responsibilities include:

- Assist with batting cage setup and tear down.
- Effectively communicate to customers all SBCPC service offering including membership benefits, individual and group lessons, and clinics
- Maintenance of the turf area, equipment, and pitching machines.
- Ensure a safe and efficient environment by enforcing operating procedures; report inappropriate or unsafe practices; conduct nightly inspections of training area, lighting, and equipment
- Assist in the collection of payments from customers
- Assist instructors with scheduling lessons, and executing the client check-in process
- Maintain the profession appearance of the lobby and mezzanine lounge. This includes: vacuuming when needed; organizing helmets, bats, etc.; and stocking the office supplies and printer areas.
- Monitor all incoming and outgoing calls.
- Serve as an assistant to the Director of Instruction and Training.
- Monitor the inventory levels of all baseball, softball, and office supplies and keep a related manifest.
- Send, receive and distribute all mail, including UPS and Fed-Ex packages.
- Perform data entry including direct entry, scanning, saving of reports, and other documentation.
- Function as a “utility player” and take of special projects as needed.
- Demonstrate the core values of the SBCPC (Passion, Integrity, Community)

### **Minimum Qualifications**

- High school diploma is preferred – equivalent years’ of experience is acceptable. Current high school students are also encouraged to apply.

- Customer service and/or administrative support experience
- Proven ability to work with others at all organization levels
- Superior verbal and written communication skills
- Proficiency in Windows Operating System and Microsoft Office – specifically Word, Excel, and Outlook
- Willingness to work extended game-day hours – sometimes until 11pm
- Exceptional organization skills
- Love for baseball, professional athletics, and the South Bend Cubs

### **Additional Information**

- Typical work week will consist on 20-30 hours
- Hourly Wage: \$7.50 - \$10.00
- Must be willing to work during South Bend Cubs home games
- Individuals with an understanding and passion for baseball and softball are preferred

### **Required Documents**

Please email the following two documents to [performancecenter@southbendcubs.com](mailto:performancecenter@southbendcubs.com). Make sure to include a valid phone number and email address.

1. Résumé
2. Summary or Cover Letter explaining why you would be a good fit for our team