



JOB POSTING

Title: Chicago Bears Gameday Team Member
Compensation: Hourly
How to Apply: www.chicagobears.com/jobs

About the Role

The Chicago Bears are hiring gameday ambassadors to support a variety of key areas of fan activation at Soldier Field. We are seeking support in event operations, game presentation, various customer service areas, marketing, and ticketing. This position is intended for local professionals, college students or recent graduates seeking paid (hourly), part-time experience in professional sports. If you are passionate about helping fans make memories and supporting a first-class event execution, this role is for you.

General Responsibilities

- Uphold Chicago Bears' gameday service standards: Safety, Care, Excellence, and Efficiency
- Be an enthusiastic and energetic face for fans to share their gameday experience with
- Commit to a team first environment and operate within outlined procedures and processes
- Have a solution-first mindset, communicating effectively and professionally with managers and co-workers
- Work with your team to deliver helpful, friendly customer service to enhance the fan experience
- Represent the Chicago Bears brand with humility and respect for all

Role Specific Responsibilities

- Event Operations Team Member
 - Assist with the setup, execution and breakdown of all operational assets while overseeing the operational elements of interactive fan areas. The ideal candidate has current or previous experience in events or operations. This position includes manual labor and is busiest before and after the game.
- Fan Services Team Member
 - Be responsible for ensuring that Chicago Bears fans' gameday experience is the best in the NFL by being the front line for all customer questions. This individual will have strong customer service skills and a passion for problem solving.
- Football Communications Team Member
 - Assist with press box set up and management as well as support the communication between local and national media outlets, TV networks, visiting team's PR, among others. This role also supports gameday credentialing and armband process for anyone entering the stadium. The ideal candidate is passionate about journalism and public relations and has a strong attention to detail.
- Marketing Team Member
 - Be the ultimate Chicago Bears brand ambassador by working directly with the Marketing team to execute fan programs and gameday activations. The ideal candidate will be excited to hone their sports marketing skills and be enthusiastic and fan-friendly communicators.
- Premium Hospitality Team Member
 - Serve as the first point of contact for fans in the United Club or Miller Lite Midway by providing our guests with exceptional service. This individual will have a genuine desire to help and is calm under pressure.
- Premier Team Member
 - Be the first point of contact for Chicago Bears Premier Members arriving and departing from the PNC Executive Suites by providing our suite guests with exceptional service. Duties include setup and tear down of suite levels on gameday along with activation of specific suite partner benefits. The ideal candidate will be excited to gain hospitality experience, has excellent communication skills and is comfortable speaking to high-level executives.



- Ticket Operations Team Member
 - Assist fans with all aspects of mobile ticketing platform including account access, ticket transfer and stadium entry. This individual will support all box office operations not limited to customer issue resolution and ADA ticket exchanges. Ideal candidate works well in a fast-paced environment in a poised and professional manner.

Qualifications

- High School Diploma required, local college student or recent graduate preferred
- Be available to work **all preseason, regular season, and post season games (August 2023 – January 2024)**. Games are played on Monday (evening), Thursday (evening), Saturday (afternoon or evening) and Sunday (afternoon or evening).
- Possess strong problem-solving skills and the ability to exhibit professional judgement
- Exhibit excellent communication and customer service skills
- Ability to work efficiently under pressure and in calm and poised manner
- Willing to take initiative and adapt to a variety of situations
- Must be dependable, punctual, and have access to reliable transportation
- Have the ability to stand/walk for long periods of time in varying weather conditions, climb up and down stairs and lift and carry heavy objects
- Ability to work non-traditional hours in non-traditional settings including weekends, evenings, and holidays
- Experience in previous live event or customer-facing roles a plus

Who We Are

The Chicago Bears strive to advance our mission of winning championships by conducting ourselves with humility, integrity, and a strong work ethic. We want you to help us achieve our goals and to be part of the one of most storied franchises in all of sport. We offer our part-time staff competitive hourly rates, hands-on experiences, and an environment where their talents and contributions are valued.

Our Commitment to Diversity, Equity & Inclusion

The Chicago Bears organization continues to deepen its commitment to establishing an inclusive, equitable work environment that reflects the diversity within our communities and fan base. We value, respect and appreciate diversity at all levels, on and off the field, and are guided by a vision of success that includes integrating diversity, equity, and inclusion into our club's DNA and culture.

This list of position functions is not all-inclusive and may be supplemented or modified.