



**Job Title:** Mobility Assistance Program teammate, Local Staff

**Job Location:** Caesars Superdome, New Orleans, LA

**Company:** SP+ GAMEDAY

**Our Mission:** During the Big Game, our Mobility Assistance Program (MAP) is committed to delivering safe, efficient, and courteous accessible guest services to individuals requiring mobility access information or assistance. Our dedicated team offers courtesy wheelchair escorts, golf cart transport, and expert guidance to ensure seamless movement throughout the Allegiant Stadium's entire campus and interior areas.

**Available Positions:** ALL positions require dedicated guest service and friendly demeanor when assisting guests. All assignments are pre-arranged based on experience and qualifications as needed.

- Wheelchair Ambassador
- Escort Guide (limited available)
- Golf Cart Driver (limited available)
  - Requires a valid Driver's License, background check, drug test and that the teammate pass a Golf Cart Driver training.

**Description:** We are seeking enthusiastic and reliable individuals to join our team. As a Mobility Assistance teammate, you will play a crucial role in ensuring the success of our program. This position offers a fantastic opportunity to be part of a dynamic team and gain valuable experience at America's greatest event.

**Key Responsibilities:**

- Guest Services: Greet event attendees, providing information and assistance as needed to enhance their experience.
- Providing services to guests who need mobility assistance from one location to another within the defined perimeter, campus and stadium.
- Log all service provided to guests through our smartphone application.
- Take direction from SP+ Supervisors and follow proper ADA protocols for all guests as instructed in training.
- Learn and adhere to all policies and procedures for SP+ GAMEDAY and the NFL.

**Requirements/Skills:**

- Excellent communication skills and a friendly, customer-focused attitude.
- Have a smartphone which will be used for communication and logging your work through our operational application.
- Physical endurance and the ability to push guests in wheelchairs on multiple runs, up and down pathways, roadways and to push guests that weigh up to 300 lbs.
- Ability to work outside in various weather conditions.
- Stamina to complete the entire shift.

**Additional and Important Information:**

- Training Requirements – You must attend training.
  - Virtual > Mobility Assistance Program and Site Overview
  - In person > SP+ Supervisor introductions, program detail, site plans, technology application, Mobility and Accessibility Etiquette, break out training of wheelchair and golf cart protocol/procedures, and FANSFIRST! teammate!
- You will sign out for any equipment given, if it is not returned or returned damaged, you may be liable for the costs incurred
- Uniforms. Black or Khaki pants, comfortable athletic shoes, polo or similar solid color shirt. You will be given gear to wear and a high-visibility vest that must be worn during your entire shift.
- Depending on your length of shift, 1 or 2 meals and water will be provided during breaks.