

Position: Starfire Associate - Part Time

Reports to: Assistant Director of Operations

Position Type: Non- Exempt

Hours: 0 - 32 Hours per week

Starting wage: \$21.10/hour (+ bonus for each game refereed)

Position Overview:

Are you passionate about making a positive impact in your community? Join us as a Starfire Associate! As a Starfire Associate, you'll have the opportunity to work in various exciting roles, including Guest Services, Coaching, Refereeing, Concessions, and Parking. We're looking for energetic and motivated individuals who believe in the power of soccer and educational programming to bring people together and make a difference in the lives of youth in the community. If you're ready to inspire, engage, and empower others, we want you on our team!

Functional Areas & Responsibilities:

- General:
 - Provide friendly customer service
 - Maintain knowledge of programs, policies, and procedures
 - Enforce policies and procedures
 - Assist in maintaining a clean, well-stocked facility
 - Attend mandatory seasonal meetings
 - Report issues to the Manager on Duty
- Guest Services:
 - Complete opening, closing, and routine operational duties
 - Greet guests
 - Provide world class customer service in person, over the phone, and via email
 - Register customers for Starfire programs & memberships (including collecting payments)
 - Check-in all players/teams before each league game
- Coach:
 - Lead fun and engaging activities that help participants learn the game of soccer
 - Ensuring safety of all participants
 - Foster a sense of community and inclusion among all participants
 - Build positive relationships with participants and families
- Referee:
 - Referee indoor and 8 v 8 leagues, maintaining player safety at all times
 - Enforce laws of the game and league rules
 - Communicate effectively with players
 - Assist with player/team check-in
 - Complete and submit game sheets at the end of each shift
- Concessions:
 - Obtain King County Food Handlers Permit
 - Follow food safety protocols
 - Stock food & drinks

- Maintain a clean, safe workspace
- Balance register till
- Accept payments and provide change
- Parking:
 - Manage flow of traffic
 - Collect payments and issue daily or weekend parking passes
 - Monitor available parking spaces
 - Follow overflow parking procedure
 - Report any suspicious activity to Manager on Duty

Requirements:

- Attention to detail
- Motivated and takes personal initiative
- Ability to work well with others
- Excellent communication skills
- Exceptional customer service attitude
- Must treat others with respect
- Ability to work flexible hours and shifts
- Ability to work in a fast-paced environment, multi-task, and take direction from leadership
- Ability to stand/be mobile for 2+ hours per shift with accommodation
- Must be able to pass a criminal history background check

Desired skills/experience:

- Conflict management & de-escalation skills
- Bilingual English-Spanish proficiency is a plus
- Previous soccer experience is a plus