

Position: Starfire Associate - Part Time  
Reports to: Assistant Director of Operations  
Position Type: Non- Exempt  
Hours: 0 - 32 Hours per week  
Starting wage: 18.29 - \$20.00 DOE (+ bonus for each game refereed)

### **Position Overview:**

Starfire Associates Depending on interest work across multiple areas of the organization to support our mission including: Guest Services, Starfire Academy, Refereeing, Concessions, and Parking. We are looking for an energetic, motivated new hire who believes that we can truly make a difference in our community through access to recreational and educational programming!

### **Basic Duties:**

- General:
  - Provide friendly customer service to all guests
  - Maintain knowledge of Starfire programs, policies, and procedures
  - Provide awareness of all Starfire programs to guests
  - Enforce Starfire policies and procedures at all times
  - Assist Facilities staff in maintaining a clean well stocked facility for guests
  - Attend mandatory seasonal program meetings
  - Report issues to Manager on Duty
- Guest Services:
  - Complete opening and/or closing duties during each shift
  - Greet all guests as they enter the facility
  - Provide friendly, informative 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 and grow as a soccer player
  - Ensuring safety of all participants
  - Foster a sense of community and inclusion among all participants
  - Engage with the participants and their parents throughout each season to help build positive relationships
- Referee:
  - Referee all levels of Starfire indoor and 8 v 8 leagues:
    - Knowledge of rules
    - Enforce rules during games
    - Maintain a safety standards during games
    - Effectively communicating with players during games
  - Assist guest services staff with checking-in all players/teams before each game

- Complete game sheets during each game and submitting them to guest services staff before the end of shift.
- Concessions:
  - Obtaining King County Food Handlers Permit
  - Knowledge and implementation of Food Safety Protocols
  - Complete opening and/or closing duties during each shift
    - Proactively stocking food & drinks throughout shift
    - Maintain a clean workspace at all times
    - Balancing register till at the end of the day
  - Accept payments and provide accurate change
- Parking:
  - Manage the flow of traffic
  - Collect payments and provide paper parking tickets
  - Monitor available parking spaces
  - Follow proper overflow procedure when lot is approaching capacity
  - Report any suspicious activity to Manager on Duty
- Other duties as assigned

### **Requirements:**

- Attention to detail, completes all work with high quality
- Motivated, 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