



## Part-Time Matchday Experience Staff

### *San Diego FC*

San Diego FC ([San Diego FC](#)) is the newest member of the MLS family. As part of the unique [Right to Dream](#) model and the [Sycuan](#) Tribe's deep roots, we are proud to be building a San Diego-centric soccer organization that honors our history and celebrates emerging excellence.

### *Matchday Experience Staff*

Announced in May of 2023, San Diego FC becomes Major League Soccer's 30th expansion team. We are committed to excellence on and off the field and our part-time Matchday Experience Staff add to this excellence. San Diego FC is seeking enthusiastic and dedicated Matchday Experience Staff to join the game day operations team. Staff will be the frontline representatives for our fans, providing exceptional customer service with a positive attitude. This role will assist guests in various ways to enhance the overall fan experience. The ideal candidate will have exceptional problem-solving abilities, an energetic personality, and strong communication skills. If you're passionate about delivering an unforgettable experience for fans, we encourage you to apply!

Apply on LinkedIn at:

Apply on Handshake at:

Or if you do not have an account for either website, please send your resume to [jointheteam@sandiegofc.com](mailto:jointheteam@sandiegofc.com) – reference part-time Matchday Experience

### **Job Duties**

- Strong customer service skills with a proven track record of positive interactions
- Excitable personality and commitment to strong teamwork mentality
- Self-motivated, organized, and a critical thinker to be able to solve problems in real-time
- Comfortable in a fast paced environment and respond well to changes in direction
- Ability to communicate cross departmentally
- Experience working in live events preferred
- **Flexibility to work various hours including nights, weekends, and holidays, as needed**
- **Willingness to work all 21 home matches and potential playoff matches.**

## Role and Responsibilities

Provide outstanding customer service with a positive and engaging attitude for San Diego FC fans

Assist guests with wayfinding and help distributing lines to ensuring effective use of concourse amenities

Support signage placement to enhance customer experience and visibility throughout the concourse

Demonstrate strong problem-solving skills to resolve customer issues

Maintain composure and professionalism while assisting fans

Align with and promote the core values of San Diego FC in all interactions

Additional opportunities to support other aspects of Club Operations may arise

SDFC reserves the right revise responsibilities as the need arises at any time.

**We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, origin, sex, sexual orientation, disability, gender identity, marital or veteran status, or any other protected class.**

## ABOUT SAN DIEGO FC:

*Our **VISION** is to be the epicenter of football excellence and innovation in North America. Our **MISSION** is to create opportunities for talent to flourish and San Diego to shine.*

We value community, diversity, and acting with purpose. We are looking for leaders at all levels to co-create the culture of a new organization that is built on the premise that you can discover, understand, and re-define excellence by nurturing talent and creating opportunity anywhere – specifically though soccer.

Globally, Right to Dream partners with talented young people to give them a nurturing environment to flourish and thrive. We do this through a holistic model of athletic development, where young people grow as human beings and great footballers. RTD's promise is set out in their [Manifesto](#): a set of 8 commitments which will be central to the San Diego FC ethos from the front office to the field, when games start at Snapdragon Stadium in 2025.

Soccer is humanity and together, we can make a meaningful impact both on and off the field, fostering a culture that embraces excellence and equal opportunities. SDFC is an Equal Opportunity Employer.