



Indoor Sports Enterprises D.B.A: The Plex

The ISE is designed to provide an outstanding recreational experience for people of all ages and skill levels. The staff consists of knowledgeable professionals who are committed to offering a clean, safe and organized facility that allows players and fans to get the most out of their sporting experience. Founded in 1998, ISE manages three major sports companies in the Fort Wayne Area.

The Plex North is a 45,000 square foot superior indoor multi-sport facility with the Hefner fields that surround the PLEX indoor facility. Two stadiums and seventeen regular outdoor fields.

The Plex South consists of two dome like structures with over 100,000 square feet of indoor sports and entertainment space as well as 40 acres of outdoor recreation space.

The Fort Wayne United FC is a non profit organization offering area boys and girls the opportunity for soccer development at the highest level from ages 6-18.

Job Title: Night Manager

Date: 6/9/2015

Job Description:

Do these traits describe you?

- You commit to give 110% to everything you do
- Integrity, Honesty, Reliability, Accountability, Flexibility, Excellence, Professionalism
- Inspired to provide service that exceeds the expectations of customers
- Receive satisfaction from being part of a cohesive team
- Enjoy and care about people of diverse, cultures, backgrounds, and social agendas

If so, read on...

The Plex, the premier athletic complex in Northeast Indiana, is now hiring part-time/full-time Guest Services Team Members. Shifts would typically consist of a combination of the following hours: Monday through Friday 3pm – 12am, Saturday & Sunday 7am – 11pm. To qualify for a position you must be able to commit to a minimum of 15 hours availability per week.

Responsibilities include:

Greeting guests (either in person or over the phone) and answering any questions they may G10; which may include enquiries on field availability, tournaments, programs, classes, camps and other events The Plex may host from time to time

Cash handling with relation to field rentals, membership sales, camp, class & league registrations

Assist in the resolution of field utilization issues including conflicts and unauthorized use as they transpire

Concessions, Bar and Shop operations

Enforcement of the Athletic Complex rules and regulations to ensure the safety, security and enjoyment of all guests

Actively promote and sell Plex programs

Pride and ownership of the facility to ensure we continue to be truly “World Class”

Effectively demonstrate and communicate our Mission Statement and Guiding Principles to all visitors

Resolve any and all customer issues that do not require the attention of Senior Management

Support the Senior Management Team from time to time with assistance on special projects

Job Location:	Plex North Plex South	Company Industry:	Sports Facility
Job Role:	Guest Services	Joining Date:	As soon as available
Employment Status:	Part-Time Full-Time	Employment Type:	Applicants must be 21 years of age or older, have a valid drivers license, be legally permitted to work in the United States. All employees are required to undergo both a Indiana State and United States Federal criminal background check prior to commencing work.
Hourly Range:	\$9.00-\$10.00 with potential for future increase based on performance	Manages Others:	Yes
Number of Vacancies:	3	Other:	
Required Skills:			
<ul style="list-style-type: none"> • Minimum 2 years of front line customer service and/or Management skills. • Ability to work with guests of all age ranges and ethnicities • Able to answer questions and retain information in a fast paced environment • Great team player who is committed to working with their fellow employees to make The Plex the premier athletic complex in the United States • Excellent listening and communication skills • Basic computer skills (MS office and online asp software) • Ability to focus and get the job done despite distraction or adverse circumstances • Spanish language skills a plus 			
Career Level:	Entry Level Mid Career	Years of Experience:	Minimum 2 years of front line customer service.
Residence Location:	N/A	Education:	High School Diploma Bachelor's Degree
Please Send Resume to:			
Name:	Brandon West	Email:	brandonw@plexsports.com
Fax:	(260)496-8116	Phone:	(260)496-9999 ex.543