



**World Wide
Technology**



**Operations and Guest Service Safety Ambassadors –
World Wide Technology Raceway**

Compensation: Hourly

Employment Type: Part Time/Seasonal

Reports to: Operations Manager

Position Summary, Essential Duties, and Responsibilities:

- Represent World Wide Technology Raceway in a professional and positive manner
- Manning and securing entrance and exit gates and all buildings and suites.
- Securing and closing the facility at the conclusion of the day's event
- Park vehicles
- Maintain crowd control in the grandstands, pit areas, campground areas, midway/concession areas
- Provide a safe environment for the pit and paddock areas
- Monitor the staging lanes and the starting line areas; only allowing individuals and pit vehicles access with the appropriate "Restricted Area" credentials
- Protect the pedestrians as they walk through the crosswalk areas which includes the staging lanes and the areas near the return road of the dragstrip where cars are entering into the pit areas.
- Maintain peace and order in all our campground locations

Work Requirements:

- Applicants need to be 18 years of age or older.
- Must be able to communicate clearly and professionally.
- Should possess, a friendly, pleasant, and outgoing personality and can properly service and direct our guests in a professional manner.
- All employees should present a professional, neat, and tidy in appearance. Dress appropriately for the weather and the position you are working.
- Must be able to work with others and collaborate on finding solutions.
- Strong commitment to delivering a high level of customer service.
- Attention to details is a must.
- Ability to work the day, evening or over night shifts, including weekends and holidays as required.
- Must be capable to stand for long periods of time; in all weather conditions and be able to work in a noisy environment with many distractions.
- Must be able to pass a background check and/or a drug test.

Positions:

- **Main Gate**: First point of contact spectators, racers, team owners, vendors, etc.

encounter when entering the venue. This person is responsible for stopping each and every person to ensure that they are going in the correct direction or have the appropriate credentials to enter. In some cases, this position requires obtaining a signature on a waiver before an individual can enter the venue. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

- **Racer Gate:** This guard is responsible for ensuring the safety of our ticket officials who are selling out of our credential booths and will assist in separating traffic to keep the lines moving. There will be times, this individual will assist in having patrons sign waivers, bag check, and with ingress/egress traffic flow. This person will take direction from the Gate Operations Manager and will also communicate with the main gate and north drop officials. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

- **North Drop:** When the main gate entrance is not being utilized, traffic will be sent to this location. This official will separate traffic and send to a specific location as instructed. There will be times, this official will need to check for credentials before the racer or spectator may enter the facility. This position will also assist directing traffic during ingress or egress. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

- **Crossover Gate:** The cross over is the entrance leading into the infield of the oval/road course tracks, which is located off the main drive between the main entrance gate and the racer gate. This position directs ingress/egress traffic in a safe manner. On occasion, this position will assist in separating the advance ticket sales from the gate sales leading to the racer gate. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

- **Spectator Gate:** This position has similar responsibilities as the racer gate. This guard is responsible for ensuring the safety of our ticket officials who are selling out of our credential booths and will assist in separating traffic to keep the lines moving. There will be times, this individual will assist in having patrons sign waivers, bag check, and with ingress/egress traffic flow. This person will take direction from the Gate Operations Manager and will also on occasion communicate with the main gate and/or north drop officials. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

- **Spectator Parking:** This job consists of directing ingress/egress traffic and parking cars into specific locations. There are premium, general, and ADA parking areas based upon the credentials the individual may have. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

• **Drag Strip Starting Line:** The starting line area is a restricted area, only individuals and pit vehicles with the appropriate credentials are permitted to enter. This person will be responsible for maintaining order and keeping the area safe for the racers and guests. This person will take direction from either the Race Director or the Track Manager. When there is an incident on the dragstrip, this position will assist in crowd control. No one other than the safety officials, the race director and/or WWTR officials are permitted on the racing surface. This person will ask in a polite and stern manner that no photos and or videos are taken out of respect of the privacy of the individual. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

• **Drag Strip Staging Lanes:** This position needs to keep the staging lanes clear of pedestrians. Only individuals and pit vehicles with the appropriate credentials are permitted to enter. There is a cross walk area, for pedestrians to cross over from the spectator side to the racer side of the facility. The official will see to it that the pedestrians can cross in a safe manner. And needs to be always vigilant for the safety of our spectators and or racers. This person will take direction from the race director and/or drag strip manager and will assist the drag strip employees with whatever they need. When there is an incident in the staging lane area, this position will assist in crowd control. No one other than the safety officials, the race director and/or WWTR officials are to be near the incident. This person will ask in a polite and stern manner that no photos and or videos are taken out of respect of the privacy of the individual. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

• **Midnight Madness Drift Pit:** The drift pit is a restricted area. Only racers and passengers with the appropriate credentials are permitted in the drift pit area. This position is responsible for checking that these appropriate credentials have been obtained and are visible. When necessary this person will assist in getting participant signatures on the waivers and provide the individual with the appropriate credential. When there is an incident in the drift pit area, this position will assist in crowd control. No one other than the safety officials, the race director and/or WWTR officials are permitted in the drift pit area. This person will ask in a polite and stern manner that no photos and or videos are taken out of respect of the privacy of the individual. The entrance of the drift pit is also near the entrance to the pits and viewing areas. There is a considerable amount of foot traffic at this location. The drift pit official needs to be vigilant for the safety of our spectators and or racers. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

• **Roamer:** This position roams the entire facility, which includes checking and maintaining order in the grandstands, midway, concession areas, the Pavilion (bar), racer pits, hospitality areas, which includes the suites, and the drag and oval tower roof tops. The roamer will also be responsible for securing and checking on all of the buildings and roof tops on property. This position will check on and assist all of the other operational positions mentioned. When there is an incident in the drift pit area, the drag strip and/or the oval/road course, this

position will assist in crowd control. No one other than the safety officials, the race director and/or WWTR officials are permitted. This person will ask in a polite and stern manner that no photos and or videos are taken out of respect of the privacy of the individual. This person must be able to communicate effectively and be able to provide facility and event specific details, including track times, gate fees, general facility, and general area directional knowledge.

Applicants can list their desired preference, but if hired may be asked to assist in a variety of positions based on the facility's needs to successfully host the event.

World Wide Technology Raceway wants to provide the safest and most enjoyable environment for our racers and the attending fans. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.