



TITLE: Game Operations (Usher / Court Ops / Ice Ops / Promo Team)

REPORTS TO: Team Lead

WAGE: \$11.25/hour - Part-time, Hourly

ENTITY: Mattamy Athletic Centre, Spectra Venue Management

CONTACT: Patricia Davies davies@ryerson.ca

A passion for the sport and entertainment industry is key for these positions. You will be face to face with customers, representing the venue, and play a key role in the client experience. Get hands on, behind the scenes, experience and find out what it takes to put together a professional sporting event. Game Operations staff will be trained in customer service, crowd control, setup and teardown. These positions will see typically work a minimum of 12 hours each week, but may require more as the season schedule dictates.

Qualifications

- Available to work a flexible schedule including evenings, and weekends
- Outgoing personality and self-described team player
- Passion for sport (Basketball, Hockey, Volleyball)
- Experience in customer service an asset
- Ability to ice-skate an asset (required for Hockey Ops positions)
- Able to comfortably lift up to 15 lbs.

FUNCTIONS

- Work all OUA and CIS games (exhibition, regular season, playoffs and championships) as scheduled.
- Assist in game day setup and teardown of Coca-Cola court / Mattamy Homes Home Ice
- Handle guest service type inquiries as needed
- Perform pre-game/post-game tasks as assigned
- Greet and assist customers as they enter the venue
- Attend mandatory training and development sessions
- Assist in execution of in-game promotions, group experiences and activations (Promo Team)