

## **Game Operations (Usher / Court Ops / Ice Ops / Promo Team)**

REPORTS TO: Team Lead

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

ENTITY: Spectra (Global Spectrum Facility Management L.P.), Mattamy Athletic Centre

CONTACT: Robert Langridge - robert.langridge@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 typically work a minimum of 12 hours each week, but may require more or less 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**

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